



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, February 13, 2020 – 9:30 AM**

Call to Order

Meeting called to order by Committee Chairperson, **Chere Solorzano**. The date is February 13, 2020 at 9:27 am. The address of the meeting was 2981 E Tacoma St, Sierra Vista, AZ 85635.

Welcome and Introductions

- Member Attendance in Person:
 - **Mary Haynes**
 - **Keith Jansen**
 - **Chere Solorzano**
 - **Jerry Regan**
 - **Gloria Brunell**
 - Member Attendance by Phone:
 - **Margarita Fate**
 - Members Absent:
 - **Patsy Sartain**
 - **Amy Schroeder**
 - **Michelle Talley**
 - Public in Attendance:
 - **Sophie Legaspi** (United HealthCare Liaison to IOC by phone)
 - **Vera Kramarchuk** (Mercy Care Liaison to IOC by phone)
 - ADOA:
 - **Larry Allen** (by phone)
 - DDD:
 - **Eric Houghtalin** (DDD IOC Liaison)
 - **Mike Valdez** (DDD Quality Volunteer)
 - **Sophia Valencia** (DDD Support Coordinator Lead in SV Office)
 - **Michelle Pollard** (NCI Coordinator for DDD)
-

DS (Sierra Vista) Support Coordinator Question and Answer

Sophia Valencia: Gave the committee some of her own personal background and how she became a Lead SC. She advised that she was a mixed unit SC (ages 3 and up).

Chere Solorzano: Asked how large her case load is currently.

Sophia Valencia: Advised that she has handled case loads of up to 50 members.

Eric Houghtalin: Added that the AHCCCS rule was that SCs should not have more than 45 cases each. He also explained that the vacancies count toward the rule as long as DDD has the intention of hiring for the slot.

Chere Solorzano: Asked about training and the requirements to become an SC for DDD.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, February 13, 2020 – 9:30 AM**

Sophia Valencia: Answered that she has no degree but was hired under the old rules. She noted the changes to the requirements for new SCs (either two-year experience in case management, BSW, or a registered nurse). She noted that the training is usually held in Tucson.

Eric Houghtalin: Added how the training had happened in the Phoenix metro area. He asked if their training was more of a boot camp method (all at the same time) because of the distance to Tucson.

Sophia Valencia: Advised that they try to keep the trainings as close together as possible. She noted the post-training regimen as well.

Keith Jansen: Asked if the Division teaches about medications.

Sophia Valencia: Answered that there was no specific training but that the health team (the members' doctors, psychologists, etc.). She advised that there may be an opportunity for improvement in the planning document in regard to the medications.

Mary Haynes: Asked how often members with psychotropic medications are reviewed and by whom.

Sophia Valencia: Answered that the prescriber is required to meet with members taking psychotropic medications at least every 90-days. She added that the team can send questions to the prescriber for input/review. She added that members being prescribed psychotropic medications also are required to seek behavioral health services as well.

Sophie Legaspi: Confirmed the last statement by Sophia Valencia.

Mary Haynes: Asked who provides the input for the prescriber.

Sophia Valencia: Answered that caregivers, teachers, and other providers may be collected by the team for the prescriber.

Chere Solorzano: Asked about who do DDD SCs report abuse.

Sophia Valencia: Answered that all DDD employees are mandated reporters. She advised that she calls directly to Adult Protective Services or Child Protective Services.

Mike Valdez: Added that SCs are required to notify Quality Improvement as well.

Chere Solorzano: Asked if there was a difference between reporting an incident at a private residence versus one that occurs at a provider.

Sophia Valencia: Advised that the process was the same. She also gave detail about the processes.

Mike Valdez: Asked if there was still a written procedure when reporting.

Sophia Valencia: Confirmed the policy is still present.

Jerry Regan: Asked why an SC might go out to a group home.

Sophia Valencia: Advised that there were many reasons an SC might be going to visit a vendor. She also noted that there were two new hires in support coordination.

Eric Houghtalin: Advised that the vacancy rate in District South and District Central were vastly different.

Jerry Regan: Asked why it was so difficult to hire new SCs.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, February 13, 2020 – 9:30 AM**

Eric Houghtalin: Gave some background about the amendment of the AHCCCS contract that advises of the new hiring standards. He noted that this was a part of his graduate program capstone and that he was researching the topic. He also advised that there was a new paid intern program that now needs individuals with MSW degrees to oversee the program.

Mary Haynes: Asked about the approximate range of pay for new SCs.

Eric Houghtalin: Gave some detail about the pay rates.

Mary Haynes: Asked who is responsible to write incident reports.

Sophia Valencia: Advised that it depends on who is present.

Mary Haynes: Asked about training for incident report writing.

Sophia Valencia: Advised that there was training for SCs as well as vendors that was provided by the Division.

Mike Valdez: Advised that there used to be conferences to help with training of these sorts of things.

Mary Haynes: Asked why there was no location on a lot of the incident reports.

Eric Houghtalin: Reminded the committee that they can request an unredacted report.

Keith Jansen: Asked if she really liked the job that she did for the Division.

Sophia Valencia: Advised that this was one of the biggest barriers to employment. She advised that people that take the job aren't always aware of the work that they will be doing.

Eric Houghtalin: Added that the average SC is probably less than 18 months.

Mary Haynes: Asked what **Sophia Valencia's** highest education was so far.

Sophia Valencia: Advised that she had no bachelor's degree.

DDD IOC Liaison and ADOA Updates

ADOA – Larry Allen: Advised that there were no updates other than getting ready for 2020.

Eric Houghtalin: Advised that DDD is also getting organized for the new year as well. He also shared a handout for some town hall meetings.

Subcommittee Report

Jerry Regan: Gave some detail about the visit to the Coolidge facility. He said they would be shooting for a fifth IOC member for the outing on March 5th. Advised that the group will meet with at the DDD parking lot in Sierra Vista at 8:00 am. He advised that they would likely go straight up to the facility and get lunch on the way back.

Chere Solorzano: Asked how long the tour would take.

Mike Valdez: Advised that tours usually take about two hours.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, February 13, 2020 – 9:30 AM**

Gloria Brunell: Added that she would treat for lunch.

Chere Solorzano: Asked the committee members attending if they would be willing to pick up pamphlets or other written information.

Eric Houghtalin: Advised that they should be able to take some photos as long as they didn't take photos of the members.

Mary Haynes: Advised that the money part of the scholarship was on hold until they can figure out what programs with Cochise College. She advised that she would be meeting with somebody from the college.

Margarita Fate: Advised that she has a contact for **Mary Haynes** to speak to at the college.

Jerry Regan: Added that he met with the college President and his assistant and that they seemed like they would be willing to help. He advised that he has the application for his Rotary Club he attends for scholarship money.

Mary Haynes: Suggested that **Sophia Valencia** is a great example of the type of person that might be a scholarship winner. She said that **Sophia Valencia** might qualify if they drafted the paperwork that way.

Call to Public

Michelle Pollard: Announced that she attended a hearing about guardianship and supported decision-making bill. She asked **Eric Houghtalin** to forward information to the committee. She advised that DDD posted its first vendor profile and the services they offer. She asked **Eric Houghtalin** to send that link as well.

Mary Haynes: Asked about Bill 2769 (Guardianship Supported Decision-Making).

Michelle Pollard: Advised about the basic information of the bill.

Mary Haynes: Asked **Eric Houghtalin** about an email showing DDD incarceration stats for two districts.

Eric Houghtalin: Advised that the email was showing the incarcerated members in DDD.

Committee Member Report

Chere Solorzano: Asked the committee to ensure that the member visit to the Coolidge to the facility be added to the March agenda.

Discussion, Review, & Possible Action on Committee Membership

Chere Solorzano: Asked about the recruitment efforts.

Eric Houghtalin: Advised that he will be heading to Sierra Vista sometime in March to increase visibility. He advised that **Cathryn Richards**, DES Volunteer Coordinator, is now with the parks department. He advised any interested parties contact him or **Jeffrey Yamamoto** before sending in an application. He passed out magnets and other pass along material to the committee for recruitment.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, February 13, 2020 – 9:30 AM**

Adjournment

Keith Jansen motioned to adjourn the meeting.

Mary Haynes seconded the motion.

There was no discussion.

All present IOC members voted to close the meeting. None of the members voted no or abstained.

(End of public meeting at 10:52 am)

The next District South – Sierra Vista IOC meeting will be held on March 12, 2020 at 9:30 am.

Discussion and Review of Incident Reports and Behavioral Plans

No incident reports were passed out to the committee. Eric Houghtalin advised that he would reach out to the District South Quality Improvement Manager to have the plans sent to him. He advised that he would mail out the IRs as soon as he had them.

Type	Open	Closed
Accidental Injury	0	0
Deaths	0	0
Emergency Measures	0	0
Human Rights	0	0
Legal	0	0
Medication Errors	0	0
Missing	0	0
Neglect	0	0
Other Abuse	0	0
Other	0	0
Physical Abuse	0	0
Property Damage	0	0
Suicide	0	0
TOTALS	0	0

Number of Behavior Plans turned in by IOC Members: None. The Behavior Plans were reviewed by IOC members in Program Review Committee for February.