



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, July 11, 2019 – 9:30 AM to 11:30 AM**

Call to Order

Meeting called to order by Committee Chairperson, **Chere Solorzano**. The date is July 11, 2019 at 9:34 am. The address of the meeting was 2981 E Tacoma St, Sierra Vista, AZ 85635.

Welcome and Introductions

- Attendance in Person: **Mary Haynes, Amy Schroeder, Patsy Sartain, Jerry Regan, Michelle Talley, Vickie McDonald, Chere Solorzano, and Keith Jansen.**
 - Attendance by Phone: **Margarita Fate, Larry Allen (ADOA), and Veronica Peralta (ADOA)**
 - Absent: **Gloria Brunell and Sheri York.**
 - Public in Attendance: **Mike Valdez (DDD Volunteer for Quality Assurance)**
 - ADOA: **Veronica Peralta and Larry Allen (by phone)**
 - DDD: **Eric Houghtalin, IOC Liaison.**
-

DDD IOC Liaison and ADOA Updates

ADOA – Larry Allen: advised that ADOA is updating the IOC manual to include recent legislative changes. ADOA is also in the process of updating the IOC website to make it more user friendly. They created a new logo and are working on a business card format for IOC recruiting.

Eric Houghtalin: asked if the IOC members could also use the cards to help recruit other committees within DDD and for other state interests (e.g., AHCCCS, Arizona State Hospital, Division of Child Safety, etc.).

Larry Allen: answered that while there is no expectation for members to recruit for other entities, that ADOA is not closed to the idea.

Jerry Regan: asked for clarification on the new manual and what should be done with the old ones.

Larry Allen: clarified what was being updates and advised that the old manuals can be discarded.

Veronica Peralta: advised that she and **Larry Allen** will be at the Statewide meeting on July 17, 2019.

DDD – Eric Houghtalin: advised that Chere Solorzano has been selected to facilitate the IOC Statewide meeting on July 17th. He also advised that any members that either do not have an IOC badge or the old-style badge need to wait to have their photo taken before leaving. **Mary Haynes** and **Patsy Sartain** had photos taken and they were forwarded to ADOA for processing.

Veronica Peralta: advised that she would like to add resources, stories, members info, recruiting tips, etc.

Keith Jansen: noted that they hadn't gotten the emailed newsletters.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, July 11, 2019 – 9:30 AM to 11:30 AM**

Eric Houghtalin: advised that ADOA should reach out to Jeffrey Yamamoto in his office during the meeting to get the latest email list for each member.

Discussion of Frequency of Reported Incidents Among DDD Providers

Eric Houghtalin: advised the committee to not share public identifiable information during the public session. He advised that the committee speak in general terms with no names or other info that could be considered a violation of HIPAA.

Chere Solorzano: pointed out the monthly report given to the members showing the incident report breakdowns based on member name, agencies involved, and incident types.

Eric Houghtalin: explained the purpose of the monthly reports and how the IOC members could use them to help identify and track trends in incidents. He advised that the information would not give an exact picture but would be a tool to help understand the larger picture. He advised that **Mike Valdez**, recently retired from DDD Quality Assurance and new DDD QA Volunteer, would be a better resource.

Michelle Talley: asked if there was a standard of how many incident reports an DDD vendor could receive.

Mike Valdez: answered that it was all on a case-by-case basis. There were a lot of variables that might or might not trigger an intervention by DDD. He advised that the Division also investigates all incidents for how the organizations respond and other factors.

Discussion of Training Requirements & Certifications for DDD Direct Care Workers

Chere Solorzano: asked if between the agencies, is the training standardized?

Mike Valdez: advised of where to find training required trainings. He continued saying that he could gather the information to share with the committee in the next couple of months. He also added that there were standard trainings (e.g., first aid, CPR, Article 9, etc.).

Jerry Regan: added that there might be staff that cannot comprehend the trainings.

Mike Valdez: advised that there should be an element of hands-on training.

Mary Haynes: added that a lot of this hands-on training falls on the supervisors.

Mike Valdez: agreed with **Mary Haynes'** statement and added that the demands on the supervisors is 24 hours a day. He added that he appreciates the supervisors because of the what they do.

Mary Haynes: asked if there was anything that the IOCs do to recognize supervisors.

Mike Valdez: advised that inviting staff (supervisors) to IOC meetings could be a way to get to know them and help to recognize the work that they do.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, July 11, 2019 – 9:30 AM to 11:30 AM**

Jerry Regan: asked how the committee could identify those that should be recognized.

Mary Haynes: suggested a variety of information could be used to aid them in selecting someone.

Eric Houghtalin: asked the committee who might be willing to work on a sub-committee in a collaborative manner to help decide what provider agencies to invite to the meetings.

Michelle Talley, Amy Schroeder, and Chere Solorzano advised that they would be willing to work together in a subcommittee.

Chere Solorzano: motioned to set up a subcommittee to create a list of providers that the committee would like to invite to future meetings.

Mary Haynes: seconded the motion.

Discussion – Jerry Regan: advised that the purpose of the subcommittee would be to learn about the agencies and provide support.

All members present in-person and by phone, voted yes. None of the present members voted no or abstained. The motion carried, and the subcommittee was created.

Call to Public

Mike Valdez was the only member of the public at the meeting. He had nothing to add to this portion of the meeting.

Committee Member Report

Michelle Talley: asked for a report or DDD standard regarding how many times retraining can be done before a provider is unable to provide services such as medication administration. She noted that med-tech errors and wanted to know what the standard for was no longer allowing them to provide that service.

Discussion, Review, & Possible Action on Committee Membership

Mike Valdez: advised that his application to be a volunteer was approved by the Volunteer Coordinator's office.

Eric Houghtalin: advised that nothing has come to him as of the time of the meeting. He emailed the Volunteer Coordinator during the meeting to clarify if **Mike Valdez** would be allowed to serve as a voting IOC member and serve DDD Quality Assurance at the same time. The email was forwarded to **Pauline Selmer**, District South Quality Assurance Manager, and **Richard Kautz**, DDD Chief Advocate & **Eric Houghtalin**'s Supervisor, for a decision.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, July 11, 2019 – 9:30 AM to 11:30 AM**

- On 7/12/2019, it was decided that due to **Mike Valdez**'s level of access to sensitive personal information that he would not be allowed to become a voting member of the District South – Sierra Vista IOC. **Mike Valdez** advised that he would continue to serve in the same capacity as he had in the past (as a paid employee of DDD).

Chere Solorzano motioned to proceed into executive session.

Amy Schroeder seconded the motion.

There was no discussion.

All present IOC members voted to enter the executive session of the meeting. None of the members voted no or abstained.

(End of public meeting and start of second executive session at 10:35 am)

Incident Reports and Behavior Plans

The committee members reviewed 98 incident reports. This included 5 open and 91 closed reports.

Type	Open	Closed
Accidental Injury	1	13
Deaths	0	0
Emergency Measures	1	1
Human Rights	1	1
Legal	0	1
Medication Errors	0	11
Missing	0	0
Neglect	0	1
Other Abuse	0	1
Other	2	41
Physical Abuse	0	0
Property Damage	0	0
Suicide	0	0
TOTALS	5	70

IRs were divided among the members in attendance.

Number of Questions for QAM: members of the committee discussed the incident reports directly with the Quality Area Manager.



**Division of Developmental Disabilities
District South (Sierra Vista) Independent Oversight Committee
Meeting Minutes & Action Items
Thursday, July 11, 2019 – 9:30 AM to 11:30 AM**

Number of Behavior Plans turned in by IOC Members: None. The Behavior Plans were reviewed by **Keith Jansen** in Program Review Committee for June.

Adjournment

Chere Solorzano - Motioned to adjourn the meeting.

Amy Schroeder – Seconded the motion to adjourn the meeting.

There was no discussion.

All present IOC members voted yes. None of the members voted no or abstained from voting.

The motion carried, and the meeting was closed at 11:07 am.

Chere Solorzano adjourned the meeting at 11:07 am. The next District South – Sierra Vista IOC meeting will be held on August 8, 2019 at 9:30 am.