

**Independent Oversight Committee (IOC)  
Public Meeting Minutes**

**Monthly meeting of District North (Flagstaff)**

Department of Economic Security  
Division of Developmental Disabilities  
1701 N. 4<sup>th</sup> St.  
Conference Room #31  
Flagstaff, Arizona 86004  
October 18, 2018  
9:00 AM - 2:30PM.

<b>Call to Order</b>	Meeting called by Cynthia McKinnon
<b>Start Time</b>	9:11 AM
<b>Facilitator</b>	Cynthia McKinnon
<b>Note Taker &amp; Liaison</b>	Eric Houghtalin (IOC Liaison)
<b>Attendees</b>	<p><b>IOC Members Present: Norm Wallen, Ted Garland, Cynthia McKinnon, Dora Harrison</b></p> <p><b>IOC Member Present by Phone: Kyle White</b></p> <p><b>IOC Members Absent: None</b></p> <p><b>Division of Developmental Disabilities (DDD) Staff: Eric Houghtalin, Michele Uhalde-Wood, Jeffrey Yamamoto</b></p> <p><b>Arizona Department of Administration (ADOA): Chris Klemnich (by phone)</b></p> <p><b>Number of Public in Attendance: Two</b></p>
<b>Agenda Topics</b>	<ul style="list-style-type: none"> <li>I. Call to Order</li> <li>II. Approval of Minutes</li> <li>III. ADOA Update</li> <li>IV. Presentation by Gary and Molly Parrott</li> <li>V. Discussion of Article: "Behavioral Crises Landing People with Disabilities in the ER"</li> <li>VI. IOC Liaison updates</li> <li>VII. Adjourn to Executive session</li> </ul>

**Call to Order****Committee**

<b>Discussion</b>	<p>Meeting was called to order at 9:11 AM</p> <p><b>Independent Oversight Committee (IOC) members</b> introduced themselves.</p> <p><b>Division of Developmental Disabilities (DDD)</b> staff members introduce themselves.</p> <p><b>Arizona Department of Administration (ADOA)</b> Chris Kleminich introduced himself.</p>
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**Minutes Approval****Committee**

<b>Discussion</b>	<p><b>Eric Houghtalin:</b> Asked the committee to approve minutes.</p> <p><b>Cynthia McKinnon:</b> Reviewed the August 2018 minutes. She moved to approve the minutes.</p> <p><b>Norm Wallen:</b> Seconded the motion.</p> <p><b>The vote was unanimous, and the minutes were approved.</b></p>
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**Presentation****Gary and Molly Parrott**

<b>Discussion</b>	<p><b>Cynthia McKinnon:</b> Asked Molly and Gary Parrott to give background about the situation regarding their son.</p> <p><b>Molly Parrott:</b> Gave age, medical conditions, and background information about their son. She explained that he was a pretty involved individual (regarding personal care). She continued to say that he has a personality and that he lacks a lot of the physical ability. She noted that he needs total care. She noted that while he had a personality and can understand, that his communication was limited to smiling, laughing, pouting, crying, and that sort of thing. She showed several large photographs of her son at different times. These photographs included some detail regarding his need to use adaptive equipment such and was detailed showing spinal curvature with white lines drawn over his side and back.</p> <p><b>Eric Houghtalin:</b> Asked Molly if her son used an adaptive communication device of any kind.</p> <p><b>Molly Parrott:</b> Replied, no and continued to show photographs to the IOC members present at the meeting. She noted that there were photographs of him at ages 15, 20, 25, and 30. She noted when she showed his 20-year old photograph that 20 was his expected life expectancy. She showed a photograph from shortly after he moved to Prescott Valley. The next photograph was one demonstrating his appropriate placement in his wheelchair.</p> <p><b>Ted Garland:</b> Asked if the family ever thought about fusing his spine.</p> <p><b>Molly Parrott:</b> Replied that they thought about it but can't put him through the pain and recovery. She noted that it would be too hard on him. She continued showing the photographs explaining that this was when he was doing good. With the next photograph shown, Molly noted</p>
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that it was taken when her son arrived at his day program. In the photograph, his positioning was not the same as the one she showed that demonstrated his positioning when he is appropriately placed and secured. She noted that his positioning was off, his straps were loose, his head was out of the headrest, he doesn't have his head center-collar (his head was leaning down and to one side), and the pillow isn't giving him torso support. She explained that this is how the Reeves Foundation sent him. She also noted that one day his head was hanging over the armrest of the wheelchair.

**Norm Wallen:** Asked how the family got the photograph showing their son in appropriately placed in the chair.

**Molly Parrott:** Answered that she was at the day program (DTA). She advised that they could see their son at the day program anytime they wanted and spend as much time with their son as they wanted. She continued showing photographs. The next photograph, as she explained, was taken when their son began to lose weight. She explained the changes to his face (what they are looking for in the photograph). She noted that he lost a lot of the subcutaneous fat. She also noted his tightness (muscle contractions) and why massage was so important for him. The next photograph was taken of him when he was taken to the emergency room. She noted the sunken appearance (associated with low body weight). The next photograph she showed was one taken when he was about 70 lbs. She advised that he was 95 lbs when entering the group home (Reeves Foundation). She explained that the next photograph was taken about April of 2018 when he was about 63 lbs. She noted his sunken facial features again.

**Cynthia McKinnon:** Asked if he was tube-fed (gastric tubes are sometimes placed to provide hydration, nourishment and give medications to patients).

**Molly Parrott:** Answered that he was fed orally, and the food was one of his biggest enjoyment that he gets. She noted that his food must be pureed and that he has to be spoon-fed. She noted that he has the G-Tube for liquids and medication administration because he doesn't do well with swallowing liquids. The next photograph she showed was taken two days after he moved into the new group home run by Chandler-Gilbert ARC. The next photograph was taken in September of 2018. Molly noted that his left pupil was grey. She advised that the grey disappeared during the month of September. The next photograph was taken yesterday (October 17, 2018). His weight at the time of the photograph was 91.4 lbs.

**Eric Houghtalin:** What was his lowest weight?

**Molly Parrott:** Answered 63 lbs. He went into Reeves Foundation at 95 lbs. He left at 63 lbs. He left on May 21 (2018) and now it's October and he's up to 91.4 lbs.

**Gary Parrott:** Added that in less than four months, his son gained 26 lbs.

**Molly Parrott:** Continued noting that within a year that he lost almost 1/3 of his body weight.

**Eric Houghtalin:** Asked what services their son was receiving besides day program and group home placement.

**Molly Parrott:** Mentioned that he did have occupational therapy, but they stopped the service because the occupational therapist wasn't performing occupational therapy duties.

**Eric Houghtalin:** Asked if they were doing any services at all - including passive range of motion.

**Molly Parrott:** Replied, no. She (the Occupational Therapist) would go to the day program, sit and eat lunch with her son. They (Molly and Gary) never saw her (the Occupational Therapist) lay hands on him. Range of motion was not being done and the excuses were that he was too contracted, too unhappy, or too uncooperative.

Advised that the family also had a difficult time with the previous group home, ResCare. She noted that her son was assaulted by a caregiver, he was stuck in the chest, he was given two enemas (when the protocol was only one every three days without bowel movements), he was yelled at by caregiver, was sprayed in his mouth (using the shower sprayer), and the caregiver pushed on his chest (according to another caregiver - to the depth of the bed).

It was noted that her son had a very good Physician Assistant that ended up dropping him.

**Norm Wallen:** Asked why.

**Molly Parrott:** Responded that they didn't take him.

She continued to report that his hospital bed was broken, and it wasn't reported to the family. She advised that her son needed to be in a semi-upright position due to his medical conditions and aspiration risks. The bed was broken so that when it was raised at the head, (without warning) it would drop down flat. It was like that for about three months.

**Cynthia McKinnon:** Asked if the bed was the property of the group home.

**Molly Parrott:** Responded that it was her son's property.

The wheel chair main lap-belt strap was not attached and was that way for about three weeks. The group home was still using the wheelchair to transport him. So, he was not secure in his wheelchair.

**Ted Garland:** Advised that the broken wheelchair was an Article 9 violation.

**Molly Parrott:** Advised that they were told that appointments were made for various specialists. The family was told for three months that they would get dates and times. It turns out that they appointments were not made.

Medication for suspected pink eye took them 48 hours to pick up. Her son was also taken to the emergency room numerous times for a dislodged G-Tube. His protocol for a dislodged G-Tube (in the ISP) was that the family was to be notified and they could reinsert or replace the tube with a new one, but they were never notified. That was at the ResCare Home.

This is why her son was allowed to move to the Reeves Foundation, a medical group home that is staffed by LPNs (Licensed Practical Nurse), CNAs (Certified Nursing Assistant), and an RN (Registered Nurse). She mentioned that the family had great hopes as the RN could reinsert the tube if it dislodged.

**Eric Houghtalin:** Is that an RN skill in Arizona?

**Cynthia McKinnon:** Advised that it was a healed stoma and that an RN can do that skill in Arizona.

**Molly Parrott:** Added that they thought this would keep their son out of the emergency room because the skill could be done in the group home. She noted that the Reeves Foundation was very confident that they could deliver the care required as written in his current ISP. She advised that

the Reeves Foundation told them that communication would be good and that they would be kept in the loop.

She told the committee that her son was given a prescription for medical Marijuana. She spoke to the staff to get the clearance to use a non-THC (Tetrahydrocannabinol) derivative oil with medicinal properties (no smoking or products that would could be used inappropriately). She added that if the staff was not willing to let her use that with her son that the family would search for other options for contractions. She added that getting him dressed and positioning him in the wheelchair was nearly bone-breaking. She advised that they were at their wits end to find her son comfort. They were told by the home manager that she didn't see a problem with it (the oil) if it were administered off-site.

The first day (in the Reeves Foundation home), Molly asked if she could go with them to the day program to show them how to transport her son. She was worried about the transition (going from moving to stopping). Her son becomes upset when the vehicle stops, and the family has found that preparing him for the transition by telling him what he will be doing next helps. They didn't want her to go in the van. She added that it was okay. When they returned, they brought her son in and he was screaming, sweating, and had maneuvered himself out of position in his wheelchair. Later, it was discovered that the employees decided to get gas once they picked him up (stopping the vehicle and turning it off). The air conditioner was off while the vehicle was stopped. She stated that it was only the first day and that the staff is learning. She continued to explain what to do to help him once he becomes upset (get him into the bed, get clothes off him, talk to him, and cool him down). She told the staff in a joking manner, "and you might want to get gas before you pick him up."

The second day, the family showed the staff how to feed him using a coated spoon. This included talking to him and feeding him from his right side because his head turns to the right. She stated that they were really into hands-on training to help them (the staff) understand her son because he is complex and smart, but he can't communicate his needs fully.

**Gary Parrott:** Added that when transitioning their son to new caregivers, it really helps the new caregivers and his son if they learn how to interact with him. He said that it was common practice and one that DDD approves of. The noted that's all that they were trying to do (to make their job easier really).

**Molly Parrott:** Said, "and to have it not have it be so traumatic" on their son.

Recalls that on the second day, Gary (Parrott) was also taking care of his mother. He was not able to be at the group home. While in the group home, one of the other members was told to take a shower (or bath). A behavioral incident occurred as a result. She stated that two staff members took the member into the shower area. Her son's room was right next to the shower area. She continued saying that she was in the room with her son. She was giving him a massage and playing with him. The member in the shower continued having the behavioral incident (she noted screaming, hitting the walls, staff yelling, the member yelling back) and that continued to occur for another half hour. One of the staff stopped in and asked how things were going. Molly advised the staff member that her son's brief was wet and that he peed out onto the

bedding. She noted that she would have changed him herself, but a shoulder problem kept her from lifting her son. Molly stated that there was no expectation that her son was changed right then and there as they have been busy. Molly noted that the ISP advises that her son should be changed quickly as he is prone to skin issues. The other staff member came in to change her son a little while later and laid him on the ground so that Molly could change his bedding. After another half hour, the member in the shower area is still having problems. Her son had urinated out of his brief again (while laid on a blanket on the floor). Molly let staff know that her son was wet, and the blanket was also wet. The staff member got the owner of the Reeves Foundation (Michelle Reeves) on the phone. The staff brought the phone into the room while it was on speaker telling Molly that she (Michelle Reeves, the owner of the group home) wants to talk to her. She said that the owner (Michelle Reeves) didn't let her (Molly) get a word in edgewise and that the owner (Michelle Reeves) advised that the family needed to take their son back where he came from...they needed to take him home. The owner (Michelle Reeves) told her that this was not a good placement for him and that if the family thought her son was going to get one-on-one care they were mistaken by the care she could provide and that she was not going to be hiring a second person. She advised the IOC team that in his ISP her son is a two-person lift for his safety and the safety of the staff. He is to be checked on every 15 minutes if out of line of sight. He needs to have his briefs changed quickly to avoid having medical complications that could include hospitalization. Molly tried to reach a compromise with the group home owner (Michelle Reeves) while asking to meet her in person.

**Eric Houghtalin:** Asked if the group home reviewed the ISP prior to his placement.

**Molly Parrott:** Replied that she would assume so.

**Eric Houghtalin:** "...or was it one of her staff?"

**Molly Parrott:** Said that she would assume so but didn't know. She noted that they (Reeves Foundation) accepted him so we assumed that all needed parties read it and yes, we can take him in and they did.

**Eric Houghtalin:** "And you were satisfied with the way the ISP was written?"

**Molly Parrott:** "Oh, yeah"

So that (the interaction with the group home owner, Michelle Reeves) threw me for a loop. She noted that she tried to be kind and calm with her, but finally told her (Michelle Reeves) that she had to leave now. She said that she hung up the phone and left.

**Gary Parrott:** Said that on the second day in the group home, it was understood that Michelle Reeves does not want his son in her home. For a year after that, there were series after series of events that show that she (Michelle Reeves) is willing to do some drastic things to try to get him out of the home.

**Molly Parrott:** "...and most of it is directed to me." She said that she felt like she (Michelle Reeves) was trying to break the family down to get them to take her son home. She added that the family couldn't take him home because they couldn't stay up all night with him, they couldn't lift him on their own, he (Gary Parrott) was taking care of his mother, she just lost her mother, and her sister was very sick.

**Gary Parrott:** Stated that there was no reason for her to suggest that they take his son home.

**Cynthia McKinnon:** Asked if the Michelle Reeves had started violating Gary and Molly Parrott's guardianship.

**Molly Parrott:** Answered yes.

**Gary Parrott:** Made the committee aware of an injunction.

**Molly Parrott:** Advised that before the injunction, they would still try to visit her son and see how he was doing.

**Gary Parrott:** Stated that she (Michelle Reeves) set up a schedule and wanted to know the purpose of visits.

**Molly Parrott:** Stated that on the third or fourth day the group home owner (Michelle Reeves) told them no medical marijuana. She advised that she used some Young Living Orthospot. She said that the owner (Michelle Reeves) wanted to her son to have a doctor's order for it. When the family got the doctor's order, they were told that they couldn't use it on him.

She said that on the third day that the staff was at the door blocking the entrance to the home and denying the family from entering. The staff told the family that Gary and her sister had to leave as they were trespassing. They allowed her (Molly) to go in and she reported that she could hear her son screaming. When she entered the room, he was crying, the pillow was soaking wet, and the bedding was wet. She stated that when she walked in that she started talking to him and he immediately stopped crying. She said that she started to rub and massage him and he was starting to calm down. She removed Ace Knee and Ankle Wraps from his knees and ankles (used to prevent bony skin surfaces from rubbing) to cool him down and help relax his legs a bit.

**Cynthia McKinnon:** Asked if the facility was air conditioned.

**Molly Parrott:** Answered yes. She added that he had a ceiling fan as well.

**Eric Houghtalin:** Asked if he sweats a lot.

**Molly Parrott:** Replied more so when he is screaming. She noted that in his ISP, he must be kept cool as getting him hot will increase his seizure activity.

Stated that once she took off the Ace Wraps, the home manager was video recording what she was doing while she is on the phone with the group home owner (Michelle Reeves) telling her that Molly was taking them off and that she was massaging him. She said that Michelle Reeves told the staff member that she can't be doing that. That's treatment. If she continues to do that, you're going to have to call 911.

She said that she (Molly) was trying to stay calm while calming her son. She said that she gave him another quick massage, puts the straps back on him, and she leaves. She advised that while she was putting the wraps back on that the group home manager called 911. She met with the officer and indicated that she didn't understand and that she had no clue what she has done. She asked why is spending time with my son and trying to calm him down and work on a transition a crime?

**Eric Houghtalin:** Confirmed with the family that they had finished the entire guardianship process.

**Molly Parrott:** Said that they completed the entire process.

**Gary Parrott:** Added that both Molly and he were co-guardians and that they were also his parents.

Stated that the 911 call that Molly was talking about was the second call. He added that the first was the day before and that's when the injunction

was filed. That day, they were not allowed in at all. By that time, the family has only spent three hours transitioning his son to their care.

**Norm Wallen:** Asked what the officer had to say.

**Molly Parrott:** Said the officer informed her that it was the second time that the police were called and that is usually when he makes an arrest, but that he didn't feel that she (Molly) was a criminal. If he was called again that he would have to arrest her on a class six felony.

**Eric Houghtalin:** Asked what charge would be filed in that case.

**Molly Parrott:** Indicated that she didn't know, but that she could be trespassed and that the owner (Michelle Reeves) doesn't want her (Molly) on the premises.

**Gary Parrott:** Said that the first time 911 was called, that they were not allowed into the group home. The second time, only Molly was allowed in. He added that only allowing one family member in the home at a time was the precedent. He was worried that Molly would be in danger of an illegitimate 911 report with no witnesses to back her up.

**Eric Houghtalin:** Asked how long the family was unable to see their son.

**Molly Parrott:** Answered that the injunction allowed her to see him for an hour in the morning (between 10 AM and 11 AM) and one hour in the afternoon (between 3 PM and 4 PM). She said that she went one time with an officer because she felt like she needed someone to be with her. The officer was only available for the last five minutes of the visit. So she only saw her son for the five minutes.

**Gary Parrott:** Said that after the injunction hearing, the it became apparent that was never meant to stop Molly from seeing her son without a witness. The judge allowed more than one person in at a time. Once the family was able to visit, the staff made it extremely uncomfortable and unproductive to visit. Because of this, the family only attempted a couple of times.

**Molly Parrott:** Noted that during the first week, the family was in communication with DDD (advising of the situation). She stated that the response from DDD was "they can't be doing that," "That's Ryan's house," "You have every right to go in."

**Norm Wallen:** Asked what it means that it's Ryan's house.

**Eric Houghtalin:** Answered that he was the resident.

**Molly Parrott:** Further explained how her son is a tenant and has rights.

**Cynthia McKinnon:** Asked the family to talk about not being able to get their son medical care.

**Gary Parrott:** Advised that the injunction was worded that Molly couldn't have any contact with caregivers while they were performing their duties.

**Kyle White:** Asked when the police came out if she (Molly) showed them the injunction from the judge.

**Molly Parrott:** Replied no. She added that the first time that they were called that she believed that they had an injunction to serve. She advised that the injunction was already completed by the group home when they served it.

**Kyle White:** Asked if they were able to contact the licensing agency for the group home during this time.

**Molly Parrott:** Stated that they were in touch with DDD on a very regular basis. Point of contact included the Support Coordinator, the APM (Area Program Manager), people at the district office, Contracts, Quality Assurance, the AGs (Attorney General) office, the Office of Administrative Review, and the Office of Licensing & Certification. She advised that they



were in contact with all of these people and nothing concrete was done to remedy the situation. DDD was very aware of the situation.

**Kyle White:** Added that because DDD knew, it sounds like they let it continue.

**Molly Parrott:** Said that was one of the family's concerns. She added that she asked DDD to provide someone to watch the behavior of the contracted provider and they said they could not be part of that.

**Gary Parrott:** Said that the Support Coordinator did come once, and she witnessed that the group home would not allow the family to speak to the caregivers. They were kept outside of the home for 20-30 minutes and finally allowed in. He added that Michelle Reeves told the family that they would be hearing from her attorney.

**Molly Parrott:** Noted that while the Support Coordinator was present, the staff put her son in the wheel chair in an inappropriate position and the family wasn't allowed to tell them how to fix his positioning.

**Cynthia McKinnon:** Added that the group home violated the family's guardianship.

**Kyle White:** Asked why DDD didn't act.

**Cynthia McKinnon:** Said that was why they were there. She asked the family if they knew why their son lost so much weight.

**Molly Parrott:** Said that they didn't know, but there were many instances at the day program when he only had one cup or less of pureed food when the ISP required two.

**Eric Houghtalin:** Asked Molly to clarify size of the cup.

**Molly Parrott:** Confirmed that cups were one measuring cup in size. She continued that amount of food was to cover him from 8:30 (or 9:00) AM to 3:30 (or 4:00) PM. She pointed out that there were no other snacks during that time.

**Gary Parrott:** Suggested that might have been occurring in the group home as well.

**Molly Parrott:** Replied that they didn't know.

**Gary Parrott:** Added that this was even after their son was diagnosed malnourished, emaciated, and failure to thrive.

**Molly Parrott:** Stated that they only found that out by going to their son's doctor's office and asking for his notes.

**Cynthia McKinnon:** Asked if the diagnosis was a new development.

**Molly Parrott:** Replied yes.

**Gary Parrott:** Stated that it was finally recognized. He added that by the end of 2017, they had noticed that their son was losing weight. He said that he thought that in March of 2018 was the when the doctor finally diagnosed him as malnourished.

**Molly Parrott:** Said that they would attend doctor appointments and it was very uncomfortable. There was no conversation between the family and the caregivers. They (caregivers) would direct their questions to the doctor and the staff of the office. She called it a round-about-conversation.

She cited an event when her son's caregiver showed up, saw Molly and Gary, got on the phone, went to the front desk, and told them that she had somewhere else she had to be as she took their son and left.

**Cynthia McKinnon:** Asked if DDD had begun looking for a new provider for their son (vendor call) or when did that happen. She asked if they asked that (about the status of the vendor call). She asked if DDD had come up with a solution for them.

**Molly Parrott:** Replied that they (DDD) asked if the family would like them to look for another provider and they (the family) said yes. That happened fairly early...like May or June.

**Gary Parrott:** Added that Michelle Reeve made it apparent that she did not want their son in her home that it was pretty immediate that they (DDD) started looking.

**Cynthia McKinnon:** Asked how long their son was in the home altogether.

**Molly Parrott:** Replied a year and two weeks.

**Cynthia McKinnon:** Asked how long Michelle (Reeves) knew that the state (DDD) was looking for a new provider.

Molly Parrott: Replied that she (Michelle Reeves) requested to be relieved of her contract and the family agreed that she could be released as soon as something appropriate was located for their son. That was fairly early on...like May or June or early-July.

**Eric Houghtalin:** Asked how long the initial vendor call took to place their son in the Reeves Home.

**Molly Parrott:** Replied that it was pretty immediate because they saw that his care at ResCare was not good. Another thing with ResCare was that he was getting dinner at 8:00 PM.

**Eric Houghtalin:** Asked if the communication about the progress of the vendor call with their son's Support Coordinator was good.

**Molly Parrott:** Replied yes. It was going very well. We met with the home manager and the home manager at the day program, so they could meet their son. Things were going good.

**Eric Houghtalin:** Asked if the vendor call helping to remove their son from the Reeves home included good communication from the Support Coordinator.

**Molly Parrott:** Replied pretty good. Once a week, she (the Support Coordinator) was letting them know the status. The family asked for an expansion call to go out. DDD told them that they couldn't do that for quite some time.

She redirected saying back to the medical appointments. She said that she would, at first, make weekly calls to the medical facility and ask if her son had any medical appointments, and if so, when are they scheduled? Sometimes they would tell her when they were and other times, there was nothing scheduled. They would go to the appointment and sometimes discover that the group home rescheduled it and their son was seen the day before. Because of this, the family was not able to direct or monitor her son's care. They would get records a week later and see that medications had been changed. It (medical records) said that her son was eating well and his bowel movements were fine. If he is eating well and losing weight, what does that mean? They couldn't give any answers. The family requested the monthly reports from DDD. They never got that. It wasn't until after the fact that the family found out that her son's seizures increased while he was at this group home. He had lost all of that weight.

**Cynthia McKinnon:** Moved to have this matter reviewed by Chris Klemich (ADOA).

**Eric Houghtalin:** Added that as of the time of the meeting, his supervisor was working directly with DES Director Trailor.

**Molly Parrott:** Asked what that means.

**Ted Garland:** Asked if the family was in touch with Arizona Center for Disability Law.

**Molly Parrott:** Replied yes, and they did help the family through the injunction.

**Ted Garland:** Asked about the guardianship status.

**Cynthia McKinnon:** Replied that they family had guardianship when they came into this setting.

**Molly Parrott:** Added that with all of the complaints by Michelle Reeves, that she called APS (Adult Protective Services) on the family. She (Michelle Reeves) demanded that DDD have the family's guardianship revoked. Michelle Reeves claimed that the family was interfering with Molly and Gary's son's care.

**Norm Wallen:** Asked about the committee's options regarding this matter.

**Eric Houghtalin:** Asked Jeffrey Yamamoto, DDD IOC Liaison, if he was aware of the progress being made.

**Jeffrey Yamamoto:** Replied that the matter has been elevated all the way up to the Director of DES. They are looking into the allegations right now of the abuses. It is at the highest level we can have at DES.

**Norm Wallen:** Asked what the committee could do to speed the action.

**Chris Klemmich:** Requested that he be allowed to make ADOA leadership aware of the matter and that Eric Houghtalin send a copy of the minutes of the meeting to Director Traylor and DDD leadership, so they could see what was said at the meeting and see if it provides any more information or context for any decisions they want to make.

Norm Wallen: Asked if the committee needed to support that action.

**Chris Klemmich:** Replied that they don't have to.

**Norm Wallen:** Added that the committee wanted to put their nose in it every way that they can.

**Molly Parrott:** Asked to be a part of the discussions with both ADOA and the DES Director because there are many details that they aren't able to cover in so little time. Details that we believe are significant to what they feel is an absurd risk for her son's health, welfare, and his civil rights. Reported that she just received a CD with emails that went back and forth between DDD and the Reeves Foundation and the nursing assessments showing the increase in seizure activity.

**Norm Wallen:** Mentioned that the family may have good grounds for a lawsuit. He noted that he's sure that DDD and everybody else wants to avoid that. He condoned an increase in pressure including legal action.

**Molly Parrott:** Said that they were approached by someone in DDD (unsure of office). She added that the person expressed their disappointment with the way things turned out and the behavior of the contracted providers, but they wanted them to understand that she (Michelle Reeves) was the only provider that provides this medical group home and for them to do anything too drastic against their (Reeves Foundation) contract would endanger her clientele.

**Norm Wallen:** Added that if that was the position that DDD took, he thought that was totally unconscionable to tell you (the family) to back off because they might lose that home.

**Gary Parrott:** Added that they're (DDD) placing people with disabilities against Michelle Reeves and that's not a good situation.

**Dora Harrison:** Asked the committee to summarize the complaints.

**Cynthia McKinnon:** Suggested that she could compile a list from the paper that she was holding (her notes). She suggested an order for the summary.

**Molly Parrott:** Said that Gary (Parrott) had a list of appointments that were missed.

**Gary Parrott:** Added 37 medical appointments that they missed because the group home didn't inform the family.

**Molly Parrott:** Stated that trips to the ER (emergency room) resulting in over \$40,000 worth of services of just reinserting the G-tube. Which was a procedure that the family could have done and the caregivers should have been doing.

**Norm Wallen:** Added that he wanted a list of specific action that noted what the IOC committee demand that DDD do.

**Cynthia McKinnon:** Stated that is what Chris' role should be.

Eric Houghtalin: Added that Chris Klemminich suggested that ADOA already be added to the process.

**Cynthia McKinnon:** Asked what is ADOA.

**Chris Klemminich:** Advised what ADOA does. He noted that ADOA no authority to investigate allegations of abuse. All we can do is put pressure on. We are willing to take the information provided today and, based on that, work with DES to make sure that there is a timely resolution. We (ADOA) have no investigative authority. We would be in a support capacity there.

**Norm Wallen:** Said that he didn't think there needed to be anymore investigation. He called for a statement to reflect what the committee demands from DDD.

**Cynthia McKinnon:** Stated that they (District North IOC) have been holding on to this in hopes that the new structure would provide us with better access.

**Norm Wallen:** Asked what do we (District North IOC) say? How do we word whatever communication were going to send forward to make it clear that we aren't going to sit still for this indefinitely? He added that at some point that he would go to the media with this story.

**Molly Parrott:** Stated that her (Michelle Reeves) attorney is out for blood. We're quite fearful of her retaliation.

**Chris Klemminich:** Advised that he was not in a position to write a letter for the committee, but the IOC is free to draft a letter and send it to the DES and ADOA Directors. He also advised that he would pass the letters to them.

**Cynthia McKinnon:** Asked who was the ADOA Director.

**Chris Klemminich:** Advised that the acting ADOA Director was Gilbert Davis.

**Gary Parrott:** Asked if IOC had all the documents that they had sent. He suggested how to craft the letter to include all the areas that the Reeves Foundation violated their guardianship.

**Cynthia McKinnon:** Replied that she had the documents. She continued to say that the infractions were evident. She suggested that the committee not send a tone. She asked the family if DDD had received the documents.

**Gary Parrott:** Replied that they gave copies of the documents to the DDD Ombudsman.

**Cynthia McKinnon:** Asked if the DES Ombudsman was involved.

**Jeffrey Yamamoto:** Advised that the DES Ombudsman was involved.

**Cynthia McKinnon:** Asked Eric Houghtalin to verify that the information has gone to the Director.

**Jeffrey Yamamoto:** Said that he believes that the matter is reviewed weekly with Director Traylor.

**Cynthia McKinnon:** Asked when the family gave the information to the Ombudsman.

**Gary Parrott:** Replied that he thinks that they have been working with the DES Ombudsman for a month or two.

**Eric Houghtalin:** Advised that our supervisor mentioned a video that was forwarded to him from the Ombudsman. He asked if the video was sent in the same timeframe as the other supporting evidence (documents, photos, etc).

**Gary Parrott:** Replied probably.

**Eric Houghtalin:** Advised that he will ask about the documents.

**Molly Parrott:** Mentioned that there were three videos that document the interaction with the group home staff.

She added that there were two outcomes that the family thought would be appropriate.

**Gary Parrott:** Stated that Michelle Reeves shouldn't be the director of any group home. He doesn't think that she is ethically qualified to do that.

**Eric Houghtalin:** Asked if the family was suggesting that she be forced to sell her assets (the group homes) or be moved out of management (retaining ownership of the homes).

**Gary Parrott:** Answered that he didn't know, but he suggested that DDD would have some influence on who they pick for vendors. If they deem that Michelle Reeves is not a qualified vendor, that might force her to be removed.

**Norm Wallen:** Advised that the committee to add demands.

**Chris Klemnich:** Noted that there appeared to be a consensus to draft a document. He advised that the committee take a vote to authorize Cynthia McKinnon to write a letter based on the discussion that took place at the meeting today.

**Cynthia McKinnon:** Advised that she would like to draft a letter, and have it approved by the committee before she sends it.

**Eric Houghtalin:** Advised that drafting a letter as Cynthia suggested would mean the committee would have to wait until next month to authorize sending it with a vote.

**Chris Klemnich:** Reviewed the two ways for the committee to draft and send a letter. If the Chair is authorized to communicate on behalf of the committee, the letter could be finished and sent that month. If the Chair drafts a letter and waits to have it reviewed, the committee would have to wait until the next meeting to vote to authorize the communication.

**Norm Wallen:** Suggested that the committee wasn't wanting to wait. He asked if the letter written by the Chair was from only her.

**Chris Klemnich:** Advised that if authorized, the letter sent by the Chair could be for the committee.

**Norm Wallen:** Stated that's what we'll do.

**Cynthia McKinnon:** Said that she would like to address the guardianship, the Foundations' not following the ISP, and medical appointments. She added that she would like to note that there has been no evident action taken by DDD.

**Norm Wallen:** Added that they ask for immediate action to be taken and that the District North IOC be notified as to what it is.

**Eric Houghtalin:** Added that they could ask to be kept in communication on every step of the process. So that if there is a process that they'll know the next steps.

**Dora Harrison:** Said to not forget the Article 9 violations.

**Gary Parrott:** Stated that there should be some method in DDD to change the policy that there's no consequences when these things occur.

**Eric Houghtalin:** Clarified that the family wanted a review of the policies.

**Norm Wallen:** Suggested that policy review may be a big step.

**Eric Houghtalin:** Asked Chris Klemminich about policy review and how shaping is a part of the process.

**Chris Klemminich:** Advised that this is true. The committee should keep an eye on the broader changes. He advised that they should draft this letter how they determine.

**Molly Parrott:** Advised that she was told by DDD that Michelle Reeves needed to show up to the 10-day post placement meeting as well as the 30-day post placement meeting, so they could work things out. She advised that she never showed up. She asked where the directive that holds Michelle Reeves contractually bound to participation in that? They (DDD) couldn't enforce that.

**Eric Houghtalin:** Asked How many homes does she (Michelle Reeves) had in the area.

**Molly Parrott:** Stated that she has one in Prescott Valley, one in Prescott, one opening in Dewey, and numerous other homes and a day program in the White Mountain area.

**Gary Parrott:** Added that she has others throughout the state.

**Cynthia McKinnon:** Asked if they were all called Reeves.

**Molly Parrott:** Answered that she believed that they were all under the Reeves Foundation. The attorney at the Centers for Disability Law gave the family a list of her assets and profits and they're a good money-maker.

She added that Michelle Reeves demanded that DDD pay more money for her son to stay in the group home until another placement could be found.

**Cynthia McKinnon:** Asked if that was more money for staff.

**Molly Parrott:** Answered that it was for staff.

**Eric Houghtalin:** Asked if Michelle Reeves asked for an enhanced staffing ratio.

**Molly Parrott:** Answered that she didn't know if that was the exact term that was used, but it was a huge concern for her that she be paid to meet the ISP needs.

**Cynthia McKinnon:** Asked if Michelle Reeves hired another employee to meet their son's needs.

**Molly Parrott:** Answered that she didn't know. I'm just reading emails back and forth.

**Eric Houghtalin:** Added that unless an agency has an ESR (enhanced staffing ratio) they will typically not hire more staff.

**Cynthia McKinnon:** Said that she (Michelle Reeves) just wanted money for not providing the extra staff that would resolve all of this.

**Molly Parrott:** Noted that the ISP was a critical document and a binding document. She continued that at the injunction hearing that Michelle

	<p>Reeves told the court that the ISP was a guideline that she could pick and choose from.</p> <p><b>Cynthia McKinnon:</b> Stated that she will write a letter.</p> <p><b>Chris Klemminich:</b> Advised that the letter could not be discussed between meetings. He stated that once the letter was complete, it could be sent to the members of the committee. He suggested that the committee vote to authorize the Chair to draft the letter.</p> <p><b>Dora Harrison:</b> Moved to have Cynthia McKinnon draft the letter.</p> <p><b>Norm Waller:</b> Seconded the motion.</p> <p><b>The vote was unanimous, and the motion passed.</b></p>
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**ADOA Update**

**Chris Klemminich**

<b>Conclusion</b>	<p><b>Chris Klemminich:</b> Told the committee that the ADOA was wanting to work with members to improve processes and help them getting the information that they need. The ADOA feels that the job that they are doing is worthwhile and valuable. Please think about anything that they might want to see changed down the road.</p> <p><b>Cynthia McKinnon:</b> Stated that with situations like the one addressed today, that the committee may be able to ask for mediation if not satisfied with the outcome. If mediation was not enough to satisfy the committee, they could reach out to the Centers for Disability Law or something like that. She noted that the committee was drifting for years. There are some issues that need to have a response. This is one of them (the Parrotts).</p> <p><b>Chris Klemminich:</b> Asked for clarification about mediation.</p> <p><b>Cynthia McKinnon:</b> Responded that the state provided a neutral party.</p> <p><b>Dora Harrison:</b> Asked who was responsible for recruiting new members.</p> <p><b>Chris Klemminich:</b> Replied that it was a team effort between ADOA, DDD, and the committee members. He noted that ADOA was open to ideas.</p>
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**IOC Liaison Updates**

**Eric Houghtalin**

<b>Conclusion</b>	<p><b>Eric Houghtalin:</b> Advised the committee members that they each received a copy of the law that outlines the IOC abilities and name change from human rights to independent oversight committee.</p> <p><b>Norm Wallen:</b> Asked if there are any major changes.</p> <p><b>Cynthia McKinnon:</b> Replied no and that this has expanded.</p> <p><b>Eric Houghtalin:</b> Pointed out the specialties that the law is expecting the committee to fill. He encouraged the committee to reach out to friends and neighbors to help fill these needs.</p>
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**Committee moves into executive session**

**Committee**

<b>Conclusion</b>	<p>Committee moves into executive session at <b>9:57 A.M.</b> pursuant to A.R.S. 41-1959 and A.R.S. 38-431.03(A)(2) to discuss incident reports and behavioral health plans concerning members of the Division of</p>
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	Developmental Disabilities of the Arizona Department of Economic Security.”
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**Adjournment**

**Committee**

<b>Conclusion</b>	Next meeting will be held on November 15th at 9:30 AM at the Flagstaff location. Meeting adjournment motioned by <b>Norm Wallen</b> and seconded by <b>Dora Harrison</b> . Committee voted, and all were in favor to adjourn the meeting at <b>10:41 AM</b> .
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