

Douglas A. Ducey
Governor



Andy Tobin
Director

**ARIZONA DEPARTMENT OF ADMINISTRATION
OFFICE OF THE DIRECTOR
100 NORTH FIFTEENTH AVENUE • SUITE 403
PHOENIX, ARIZONA 85007**

December 14, 2019

The Honorable Douglas A. Ducey
Governor, State of Arizona
1700 West Washington Street
Phoenix, Arizona 85007

The Honorable Karen Fann
President, Arizona State Senate
1700 West Washington Street
Phoenix, Arizona 85007

The Honorable Russell Bowers
Speaker, Arizona House of Representatives
1700 West Washington Street
Phoenix, Arizona 85007

Dear Governor Ducey, President Fann and Speaker Bowers,

On behalf of the Arizona Department of Administration (ADOA) – Northern Arizona Independent Oversight Committee (NAIOC), it is my pleasure to present to you the Inaugural Annual Independent Oversight Report for Northern Arizona. The report has been prepared in accordance with the requirements of A.R.S. § 41-3804(G).

Please contact me at 1-928-300-8360 or Ann Gunty, Vice Chair at 1-928-380-4758 if you wish to discuss the contents of this report. Thank you for your support of our work.

Sincerely,

Dorothy O'Brien
NAIOC Chair

cc:

Carolyn Allen, Senate Health and Human Services Committee Chair
House of Representatives Health Committee
Matt Gress, Director, OSPB
Richard Stavneak, Director, JLBC Staff



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NAIOC Committee Membership

	NAIOC Member Names:	Position:	Membership Status:	Voting:	Non-voting:
1.	Dorothy O'Brien	Chair	Family Member, Parent of adult	X	
2.	Ann Gunty	Vice Chair	Parent of a child, Behavioral Health	X	
3.	Christopher Gonzalez	Secretary	Education, Family Member, Behavioral Health, CEO Hope Lives – Vive la Esperanza		X
4.	Keran O'Brien	Member	Family Member, Parent of adult	X	
5.	Katy Welty	Member	Parent of a Child, Family Member, Behavioral Health	X	
6.	Trish Riner	Member	Regional Director-N AZ Family Involvement Center		X
7.	Dr. Cory Krueger	Member	physician- Geriatric Specialist, Vulnerable Adult Population	X	
8.	Sue Hernandez	Member	Parent of a Child, Behavioral Health, Family Support		X



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**NAIOC
2019 Inaugural Annual Report**

The committee was formed in June 2017 and the initial organizational meeting was held on June 29, 2017. At that time the group was known as the NA Human Rights Committee. In the initial meeting the group chose interim officers and began creating operating guidelines, bylaws and site visit review documents based on examples provided from other established committees. When we were able to establish quorum in monthly meetings, we worked to define our area of responsibility and focused on membership. Guidelines and bylaws were submitted but repeatedly returned to us for revision.

By December of 2017, a subcommittee had been formed to create site visit procedures including a checklist with a questionnaire. These documents were then presented to the committee for approval and sent through our AHCCCS Liaison for approval by the Director. At that time, the committee had not received official credentials, and the guidelines and bylaws, also sent to the Director through our AHCCCS Liaison, had not been approved.

In 2018, the committee continued to meet monthly as group members were concerned that we had so much to learn and were unprepared to make site visits. Unfortunately, we were being made to feel by AHCCCS that we were not equipped to move forward with either site visits or review of deliverables. We were given inaccurate information on who could receive and review deliverables and were unable to access them. Membership documents, including applications and approval letters, were continually misplaced and unable to be verified. We received inconsistent information on the definition of quorum and were therefore often unable to accomplish our goals.

In addition, the committee struggled with a chairperson whose agenda was out of sync with the mission of Human Rights Committees. At this point (April 2018) the situation was so dire that the committee was prepared to resign en masse. Before resignation letters were submitted, the chairperson submitted his own resignation and the remaining members decided to stay

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and attempt to continue to pursue the committee's mission. This is how deeply we all felt that our mission was important and should be carried out to the best of our ability, despite the hurdles.

In June 2018, the committee voted in a new chairperson and executive leadership. At this time, the committee was notified of the shift in administrative support from AHCCCS to ADOA in the months of July and August 2018. The committee asked for a transition plan and was told that there was none.

The committee was still unclear about the definition of quorum, was still struggling with membership approval and had not received confirmation that operating guidelines or bylaws had been approved. The committee was still unable to access and review deliverables, and had not been able to make any site visits.

In the autumn of 2018, our ADOA Liaison contacted the chairperson to try to understand the issues faced by the committee and how they could provide support. At this point solutions began to become available, including access to deliverables, membership applications and paperwork were located, logistics for appropriate meeting sites, and communication difficulties were solved.

At that time we resolved to start 2019 by meeting in January and every other month thereafter, while conducting Site Visits during the off months. In 2019, ADOA staff began working on getting ID badges so that NAIOC members would have proper credentials. The committee worked on scheduling and documentation to be able to begin site visits. The first site visits were made in May 2019 and the group worked to schedule site visits every other month, with committee meetings held in alternating months.

In July, the ADOA provided an AHCCCS trainer to help the group understand and access the QM Portal deliverables. As of October 2019, seven (7) site visits have been completed and four reports have been submitted while the rest are in the process of being approved. To the best of the committee's knowledge, although operating guidelines, bylaws and site

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visit procedures are part of the draft manual, the committee has not been informed whether or not these documents have been approved by the ADOA Director.

It is our hope and intention to improve our number of site visits while providing substantive reports that give our elected officials a view to how our most vulnerable neighbors, the Severely Mentally Ill (SMI) are living and being treated by those responsible for their care, now that we are more organized and have the excellent support of our ADOA Liaisons.

Suggestions

Because we are a volunteer organization, administration support is critical to our sustainability. The level of support provided by the ADOA is a significant improvement over the lack of support provided under AHCCCS. The NAIOC is grateful for the support and suggests the following to continue to be successful:

- Consistent staff liaisons
- Consistent communication
- Understanding of the committee's mission and scope of work.
- Continued timely responsiveness to the requests, questions and needs of the committee.
- As visits increase and reports are more detailed, we will look forward to prompt action when issues are reported.

The NAIOC thanks you for your attention!