

Human Rights Committee (HRC) Statewide Meeting Minutes

Department of Economic Security
5328 E. Washington, Bldg. C
Phoenix, AZ 85034

January 17, 2018

10:00 am - 12:00 pm

Meeting Called By	Human Rights Committee (HRC)
Start Time	10:00 am
Facilitator	Lynda Stites
Note Taker	Daniel Stutzman
Attendees	<p>HRC Members Present: Karen Van Epps, Patricia Thundercloud, Lynda Stites, Carol McNulty</p> <p>HRC Members Absent: Cynthia McKinnon, Suzanne Kensington</p> <p>Division of Developmental Disabilities (DDD) Staff: Richard Kautz, Daniel Stutzman, Taylor Pike, Ileen Herberg, Jeffrey Yamamoto, Chris Deere</p> <p>Remote Participants: None</p>
Agenda Topics	Welcome and Introductions, Approval of September 2017 Minutes, District Updates, Article 9 Revision, New Planning Document, Client Funds Billing, Changes to the Vendor Call Process, HERO Updates, Roundtable, Adjournment

Welcome and Introductions

Lynda Stites

Discussion	<p>Meeting was called to order by Lynda Stites.</p> <p>The Human Rights Committee (HRC) members introduced themselves in person.</p> <p>Ileen Herberg, Daniel Stutzman, Taylor Pike, Chris Deere, Jeffrey Yamamoto and Richard Kautz introduced themselves as Division of Developmental Disabilities (DDD) staff members.</p>
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Approval of September 2017 Minutes

Committee

Discussion	<p>Karen: I move that we accept the minutes.</p> <p>Pat: I second.</p>
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Lynda: All in favor? (3) Opposed? (0). Minutes are approved.

District Updates

Committee Chairs

Discussion

Lynda: District South Tucson did not meet over the holidays. However, we have new members. We have a good quality of people joining with a variety of backgrounds. We really got some wonderful people. We took a poll and changed our meeting times to be more accommodating of their schedules.

Ileen: Another marketing tool we used was Raising Special Kids, they put it in their Monday memo and they will do it again for us in the spring.

Lynda: A challenge we are having currently is training. We are still working on this. We would like to familiarize new committee members with Incident Reports (IRs) first. We hope to move them onto Behavior Plans (BPs) soon.

HRC: What time do you meet?

Lynda: We now meet from 2 PM to 4 PM on Wednesdays. I have also talked with the new Volunteer Coordinator about the trainings. I went through the trainings. I mentioned to the Volunteer Coordinator that the trainings were time consuming. I told her that we have talked about HRC trainings at the statewide meeting. Volunteers may be turned off by these trainings since we do them on our own time, in addition, they need to be more specific to the committee. One training took three hours.

Taylor: We have made it a priority to shorten down and improve the training for HRC members.

Lynda: Having a HIPAA release should be a part of trainings also. I would be happy to sit with whoever wants to design the trainings if they want input.

Taylor: I am working with Cathryn Richards to improve the training process.

Pat: In District West we will have a total of five members.

Taylor: We also have Division staff coming to the next meeting to assist the new members as well as a potential member.

Karen: For Central, in November, we cancelled our meeting to go to legislature to review a Sunset Audit of the Division. This opportunity gave us the chance to speak. One topic that was discussed was internal monitoring. This upcoming Monday we have the Director coming to the HRC meeting for Central. We will be talking about Adult Protective Services (APS) at the meeting with the Director and a DDD investigative unit. Another topic that is important is the new planning document, the Article 9 re-write, the vendor call process and nursing homes. These are ongoing issues.

	<p>Ileen: How many members does Central have?</p> <p>Karen: We have nine with three potential people coming next week to see if they want to become members. We did not meet in December. We have been busy. I have also seen that The Department of Economic Security (DES) has noted on their website one of their top three accomplishments is working with the HRC.</p> <p>Lynda: Any other reports?</p> <p>Karen: What about Prescott?</p> <p>Jeffrey: I currently have meetings scheduled to work with staff to start recruiting additional members in the area.</p>
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Article 9 Revision

Karen Van Epps

Discussion	<p>Karen: In the past I was told that that Article 9 is being re-written. The committee is getting rid of Behavior Plans for people on psychotropic medications. It is headed by Dr. Kowalik. This is a secret thing. I contacted Tim Payne to get more information. However, they went to the governor to get a special exemption.</p> <p>Ileen: Due to the attention, the project has been put on hold to gather input. The next webinar is February 6th. There has been no time specified yet. It can be done at home on your computer or by calling in. They are taking comments.</p> <p>(Copies of Article 9 were distributed.)</p> <p>Ileen: People need to weigh in on Article 9. Maureen stopped the revision after it was discovered people did not get the opportunity to give input. This was discussed in the first webinar that was held.</p> <p>Karen: There was a lot of discussion about psychotropic drugs and behavior changing drugs.</p> <p>Lynda: They did not make that very clear during the discussion.</p> <p>Ileen: That day (Feb 6th) they will also discuss the Cholla Pilot and the ISP document on WebEx.</p> <p>Karen: Another issue was that the Developmental Disabilities Advisory Council (DDAC) was not informed about this at all. I would also recommend for a member to sit in on a Program Review Committee (PRC) meeting.</p> <p>Lynda: This is why I think we need to define what the HRC vs what someone does on the PRC. We just don't have the time to do that. That is asking a lot of a volunteer.</p>
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	<p>Pat: That could take eight to ten hours in a day.</p> <p>Karen: They need to keep the PRC.</p> <p>Ileen: There is no discussion about not having one.</p>
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New Planning Document

Karen Van Epps

Discussion	<p>Karen: I think we had a pretty good document with the Individual Support Plan (ISP). The issue is about when a person doesn't understand the questions they are being asked.</p> <p>Carol: Some members will not understand the concepts on these forms.</p> <p>Karen: In addition, when these choices are given and a person doesn't get what they choose, it can cause behaviors. I think it important to keep what works and what doesn't work.</p> <p>Lynda: I think that the planning document needs to be streamlined to keep information in the same place in the plan.</p> <p>Karen: We are talking about the ISP but the BP is in the process of being streamlined. The planning document has to be really targeted to what's important.</p> <p>Ileen: Would you like me to go over the points that Chris Deere gave me for this topic?</p> <p>HRC: Yes.</p> <p>Ileen: The intent of the new planning document is to move away from a form driven checklist meeting, to a meeting that creates meaningful conversation with the member to develop a plan with the team. The new document decreased the number of pages in the document by half.</p> <p>Carol/Karen: It doesn't seem to be decreased.</p> <p>Ileen: I will follow up on that one. The next one is, it removed redundancy in the document.</p> <p>Carol: I think it created more. I have seen the form. It is not smaller.</p> <p>Karen: I agree.</p> <p>Ileen: I will continue with his points. The initial packet does require some upfront documentation on the part of the member or the member's representative, with the focus being to capture the member's demographic information, medication, doctors, and other meaningful information to use on the plan. This document is only updated when things change for the member. The planning document and associated processes were initially developed internally by DDD. Surveys are</p>
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provided to members and vendors to gather input from them on the use of the planning document after every meeting.

Ileen: In December, DDD engaged stakeholders to gather feedback on the document. The feedback is being incorporated into the document. Future meetings are being set with stakeholders to gather further input. We are also developing written reports on the progress of the pilot for stakeholders.

Karen: There is a few offices participating in the pilot program. The feedback from families was high. It is a good document for transitions. Children's families probably enjoyed it more. However, vendor feedback was not positive.

Ileen: So for older members it might be better to have a document a little more streamlined since things don't change much?

Karen: Yes.

Pat: Non-verbal and other members might not understand the document as well.

Ileen: He also said currently there are six units at the Cholla office that are involved in the pilot. DDD intends to franchise it in March to other units and we will be progressively implementing the new process into more offices in 2018. Any feedback you have will go to Chris and Maureen. We can also talk about this on February 6th. It's important to give feedback.

Lynda: The length of the document could also be a concern. A few key questions may be more appropriate.

(Copies of the planning document were distributed and shortly reviewed.)

Karen: There is also a pre-planning document in addition to this document.

Pat: On a lot of these questions members may need help to answer them.

Lynda: I understand that this document cannot be one-size fits all. However, I believe it can be made to accommodate more people at different levels by having pages be optional. I would like to have more time to look through it.

Ileen: Feel free to send your notes to the policy mailbox.

Karen: How do you do that?

Daniel: I will email the email address.

Client Funds Billing

Karen Van Epps

Discussion	<p>Karen: The changes for how much you pay for room and board came in July. I called and noticed that billing has not been correct. Can you check on this?</p> <p>Ileen: I will check with Heather Hudson.</p> <p>Carol: I have had this problem also.</p> <p>Karen: The cost per day has changed.</p> <p>Ileen: I will make a note of this and send this to Maureen.</p>
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Changes to the Vendor Call Process

Karen Van Epps

Discussion	<p>Karen: I received a letter in the mail. It applies if you need a new vendor. They said this was a response to a notice to cure from Arizona Health Care Cost Containment System (AHCCCS). When a vendor call is received the person has to decide within three days.</p> <p>Ileen: The person can also get an extension for five more days. The Division is under a mandate to have a new provider for you, if for instance your current provider leaves, the deadline is within 14 days.</p> <p>Carol: A group home is more difficult.</p> <p>Ileen: If it is a new service the Division has to get it to you in 30 days. The Division is working hard to achieve this goal. The Division has to be timely. If you believe that is not enough time to look at a group home send a note to the policy mailbox.</p> <p>Karen: The issue is when the Division picks one. It is more about if you feel the agencies that come in are inappropriate. I don't think the Division should pick one.</p> <p>Ileen: I will ask Maureen, what happens if the family does do their due diligence when looking at group homes and say that these don't feel like an appropriate match?</p> <p>(Chris Deere introduces himself.)</p> <p>Chris: The Division would go back to another vendor call. If the rational is I just don't like it, we want to explore why. If the person is just unwilling to make a decision, that is when we would auto assign. However, I will clarify this with Nicolette.</p> <p>Ileen: The Division has to comply with the 14 day (ongoing) and 30 day (new) timelines.</p>
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	<p>Karen: What about day programs?</p> <p>Ileen: Still has to comply with the timelines.</p> <p>Carol: Do we still fill out a profile? I feel like some providers don't even read it.</p> <p>Ileen: I feel this is important feedback that should be shared.</p> <p>Lynda: Does that go back to contracts?</p> <p>Richard: That would go through network to work with the provider and the Customer Service Center.</p> <p>Lynda: I would still be interested in having contracts come talk with us.</p> <p>Ileen: We will contact them for the next meeting. Don't forget that you can also file grievances with the Customer Service Center.</p>
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HERO Updates

Richard Kautz

Discussion	<p>Richard: I have recruitment updates. For East we have eleven members with one awaiting appointment. For South we have ten members with one waiting for an appointment letter. West, we have four members, waiting for one appointment letter. North, has four active members and three awaiting appointment letters. Central has nine members with three coming to meet the committee to see if they would like to join.</p> <p>Richard: We have also an APS records request form now. We now can get an APS report. It came in about two weeks.</p> <p>HRC: The report sounds useful.</p> <p>Richard: The ending summary recaps the report quite well.</p> <p>Lynda: I think this is a good compromise to a full report.</p> <p>Daniel: We will give you physical copies of the request form. You fill out the top portion and give them back to your liaison. We then send them to Richard to send to APS. The closing summary also includes action taken during the investigation.</p> <p>Carol: The concern still remains if a provider goes to work somewhere else after an incident.</p> <p>Lynda: That's why I like to track them. However, it is difficult if the information is redacted.</p> <p>Ileen: I will bring it up.</p>
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Roundtable

Lynda Stites

Discussion	<p>Pat: I would like to bring up cameras.</p> <p>Lynda: That needs to be addressed through contracts.</p> <p>Ileen: Bring it up when the contracts people come.</p> <p>Karen: One issue is people who have children who are trying to get respite at Hacienda. They have tried options and it didn't work. I think it is a denial of rights to not have appropriate choices for kids who have high medical needs. I have emailed staff about it.</p> <p>Ileen: I will reiterate it.</p> <p>Lynda: Talking about these issues do bring it to the forefront. The Division is making an attempt to be more inclusive of more needs but we need to keep bringing it up.</p>
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Adjournment

Lynda Stites

Conclusion	<p>Pat: I make a move that we adjourn.</p> <p>Motion seconded by Karen Van Epps. Next meeting will be April 18th, 2018 at 10 AM at the Washington office.</p>
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