



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004
July 17, 2019
10:00am – 12:35pm

Call to Order

Chere Solórzano: Called to Order the meeting at **10:03 am** on **July 17th, 2019**.

Welcome and Introductions

IOC Members Present: **Chere Solórzano** (Chairperson District South – Sierra Vista), **Karen Van Epps** (Chairperson District Central), **Deidra (De) Freedman** (Chairperson District West), **Suzanne Hessman** (Chairperson District East), **Brad Doyle** (District West IOC member)

IOC Members on Phone: **Cynthia McKinnon** (Chairperson District North) and **Lynda Stites** (Co-Chairperson District South – Tucson)

DDD Staff Present: **Eric Houghtalin** (DDD IOC Liaison), **Jeffrey Yamamoto** (DDD IOC Liaison), **Richard Kautz** (DDD Chief Advocate) **Barb Picone** (HERO Program Manager)

ADOA Staff Present: **Larry Allen** (ADOA IOC Manager) and **Veronica Peralta** (Grant Compliance Manager)

On the Phone: **Michelle Pollard** (DES National Core Indicator (NCI) Coordinator)

Public: (On the phone) **Mr. Lionel Delgado**

District Updates

De Freedman: District West updated the chairs that the District West IOC did not meet in June. The committee has a meeting next week. They are reviewing incident reports and behavior plans and sending questions out to DDD concerning both and trying to get them answered. Always



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004

July 17, 2019

10:00am – 12:35pm

trying to protect the rights of the members and help DDD as an agency. The committee is at 8 members with a possible 4 more adding next week. Accolades to Jeffrey as a liaison for this committee. Informed ADOA that the DDD liaisons do a great job for the committees.

Suzanne Hessman: District East stated they have 14 members with 3 members approved the previous month. She reported that everything is in flux and is concerned about how everything is going to work out with Quality Assurance (QA) being cut and Program Review Committee (PRC) missing its chair. Concerns lie in the fact that the IOC work is not being addressed and that their concerns for the members are not being heard by those two programs.

Karen Van Epps: District Central asked about the recruiting efforts being made in other districts. Jeffrey Yamamoto informed her that much of the traction is due to Eric Houghtalin grassroots mailer campaign directed to professionals and organizations in the targeted districts. Karen stated that they had two possible candidates but neither panned out. The committee is trying to get resolution to a restitution question. Incident Reports (IRs) are becoming a huge amount to tackle. They are still frustrated about the unsubstantiated rate of Adult Protective Services (APS) of IRs. The committee is at 12 members. She would love to have some new blood to add to her committee. She also gave accolades for Eric.

Chere Solórzano: District South: Sierra Vista stated that their committee is at 11 members and many are new. They are trying to form a way to recognize those agencies who are doing the right things for their members. Thinking of forming subcommittee to come up with some ideas including inviting some care providers to the IOC meetings. This is still in the formulating state and will work out the logistics later.

Cynthia McKinnon: District North informed the chairs that they have 6 new members bringing their total to 9 members. Several older members had resigned due to being frustrated with what's going on. A big issue is that since the committee reviews all incidents, she feels that DDD needs to put another committee or two in District North to help with their IRs. She says that they need the additional IOCs so that the committees can review their own community members. She says



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004

July 17, 2019

10:00am – 12:35pm

it's unethical to have the IOC review plans for members that are not in their communities. All her committee members want to create legislative changes concerning the incarceration of DDD members and new housing rules covering high functioning DDD members for Northern AZ. Another issue is education and schooling of the DDD members with severe behaviors and kicking them out of the public-school system to be home schooled. They are not getting a proper education in this environment. Another issue is she wants to receive answers and information from concerns raised by the IOC sent to DDD. She is still waiting on an outcome from an issue raised awhile back. Richard Kautz said he will follow up with this issue.

Linda Stites: District South: Tucson IOC updated the chairs that they did not meet last month and that her committee is at 15 members with one on a waiting list. Engagement of her members is good. She is very pleased to have a very diverse committee. She is concerned that rules have been established that IOC members must take part in PRC meetings. She says it will be hard for her working-class committee to make time for PRC. They did not volunteer for that committee therefore why is it mandatory they attend.

Call to Public

Chere Solórzano made the call to the public for **Mr. Lionel Delgado** to tell the committee chairs his concerns. He is upset that his DDD long term care member is unable to participate in a summer camp program which cost \$1000 because the member is living in a funded group home. He wants his member to attend summer camp and wants the costs to be picked up by DDD as respite. Because the member is in a group home 24/7, they do not earn respite hours. He believes that all members in group homes have the right to attend camps and use monies from respite hours to pay for it.



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004

July 17, 2019

10:00am – 12:35pm

ADOA Updates

Larry Allen: Updated the group with their efforts to communicate personally with all the chairs. He gave his history of being with ADOA only since May and needed to hit the ground running to get caught up with the committees. He helped revamp the IOC website, logo, and access to training. These trainings are on the IOC.Az.Gov website under the resources tab. The agenda and minutes are also found there. With the passing of HB-2059 there has been some changes to the IOCs and those are being addressed by ADOA. If there are any needs from ADOA, badges or appointment letters let them know or the DDD liaisons. **De Freedman** asked about cooperation between the different IOCs. Larry replied that he would like to see that happen and maybe later ADOA will conduct a symposium of the different agencies IOCs.

Veronica Peralta: Informed the group about the monthly newsletter and if they have anything to contribute please send it to IOC@Azdoa.gov. **Richard Kautz** asked Veronica and Larry about travel reimbursement for members for IOC meetings. They said they would investigate that. Veronica answered a question on training which **Cynthia McKinnon** has posed to her sometime earlier. Computer based training for the IOC members is not mandatory but recommended. Attendance for Program Review Committee (PRC) is not mandatory either but highly recommended also.

Article 9 Updates

Karen Van Epps: advised that Article 9-rewrite is due to be back on the public opinion page this week or next and that all IOC members should review and comment about the changes. According to Karen, one of the changes to Article 9 are the providers can elect not to write up behavior plans.



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004

July 17, 2019

10:00am – 12:35pm

PRC (Program Review Committee) Change

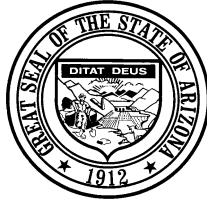
Karen Van Epps: Advised the chairs that there is a change in the PRC form that will eliminate the social and medical section of the behavior plan. According to the PRC chair in District West there are “no” changes in the behavior plan. Karen read aloud the team make-up of the PRC board who will review weekly the behavior plans. The PRC is not currently achieving the make up which also includes the possible attendance of an IOC member.

Handling Incident Reports

Karen Van Epps: Advised the group that Arizona does not have an American’s with Disability Act (ADA) director. This is for reporting any ADA complaint in the state must be made at the federal level. **De Freedman** commented that complaints can still be filed with DDD/AHCCCS. The Center for Disability Law can also help. Karen continued stating that a flow chart of names, positions, and contact information would be very helpful to new members families & guardians. This would be a listing of the members Support Coordinator, their Supervisor & Area Program Manager (APM) with names and contact numbers and emails. All the chairs agreed that would be helpful. The oversight of group homes and adult developmental homes can be better so that the investigations and reporting is done more often. **De Freedman** added that she recently attended a forum where she heard from vendors who are clueless on the reporting of incidents and overseeing their members.

Quality Management Overview from task force

This topic was not discussed due to Dr Cody Conklin not showing or calling into the meeting.



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004

July 17, 2019

10:00am – 12:35pm

Vision and Mission

Karen Van Epps: Asked Veronica and Larry about the vision and mission statements which Larry had sent out 2 months previously. **Larry Allen:** Replied that ultimately, he would write an overall vision and mission statement for all the IOC's and then each agency IOC would write a purpose statement for their committees.

Adult Protective Service (APS) Reports Discussion

Deidra Freedman said she received an email which she shared with the HERO unit. APS now has on their website quarterly reporting of their efforts and efforts with the DDD population. APS is being investigated by the Abuse and Neglect task force and APS is limited by scope of their assigned responsibilities. Substantiated and unsubstantiated is still a concern because how low the substantiated claims are to the unsubstantiated claims. Less than 5% of claims are substantiated. "Verified" is currently only being used by member on member abuse. Those unsubstantiated incidents are then returned to Quality Assurance (QA) to further investigate if needed.

Program Support Services (HERO) Update

Richard Kautz handed out the health plan transition question and answers sheets. This was good information on the new health plan being transition in October, choosing one with either Mercy Care or United Health Care. Both acute and behavior health will be managed by the health plan.

Dr. "Charlie" Green has left the Division for other opportunities. This organization chart shows Debra Wertzberger as the person over the Assistant Director (AD) to direct communications to until an AD is named.



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004
July 17, 2019
10:00am – 12:35pm

He had contacted the (District Program Manager) DPM of District East with concern that the PRC chair has been not been filled. The DPM Lydia Glover has responded by stating in an email that they have “hired a PRC Chair and they will be starting on July 29th but will be trained by the other district chairs a couple of weeks prior to being independent.”

He pointed out from the district updates; the IOCs have all grown in memberships. All the chairs and your liaisons have been working hard to have more members to help with the increase numbers in Incident reports and Behavior plans. This increase also helps in making quorums easier so that all meetings are held in compliance with Open meeting laws.

IOC Annual reports need to be worked on and sent to Richard to compile and send to the DES, ADOA and Legislature leaderships. He will send out checklist of requirement for annual report. If you need any statistical material from your liaison, please reach out to them with what you specifically need for them to get for you.

Roundtable

District East (**Suzanne Hessman**): No additional comments.

District Central (**Karen Van Epps**): Discussed “outside the box” efforts to find extra supports for the members of DDD.

District South – Tucson (**Linda Stites**): Was not present during the roundtable.

District South – Sierra Vista (**Chere Solórzano**): No additional comments.

District North (**Cynthia McKinnon**): No additional comments.

District West (**Diedra Freedman**): Discussed the Compassionate Care presentation she was going to deliver that afternoon and the upcoming conference in October.



**Arizona Department of Administration (ADOA)
Arizona Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
Independent Oversight Committee (IOC) Statewide Meeting
Open Meeting Minutes**

5328 E Washington St, Building C, Phoenix, AZ 85004
July 17, 2019
10:00am – 12:35pm

Discussion on next date, location, time and facilitator

Chere Solórzano: stated that continuing the normal pattern for the Quarterly Statewide meeting of the 3rd Wed of the month, the next scheduled meeting would be on October 16th, 2019. The time is usually at 10:00am to allow travel times for those not near and this location and seems to be the central enough for all the IOC members to get here without the hassle of parking and traffic downtown. She asked if anyone have any other suggestions then to doing the next Quarterly statewide meeting on October 16th at 10:00am at this location? There were no responses other than acceptance of the date and time. The Facilitator position has been rotating with all the Chairs of the differing districts. The next facilitator in line would be Cynthia McKinnon out of District North. Chere asked Cynthia if she wanted to facilitate the next meeting. She doubts she will be able to do it. De Freedman said she would do it if no one wants to volunteer.

Adjournment

Chere Solórzano adjourned the meeting at 12:44pm. The next Statewide meeting is set for October 16, 2019 at 10:00am. The meeting will take place at Phoenix and the facilitator will be determined later.