

**Independent Oversight Committee (IOC)
Statewide
Open Meeting Minutes**

Department of Economic Security (DES)
Division of Developmental Disabilities (DDD)
5328 E Washington Street Building C, Phoenix AZ 85004
October 17th, 2018
10:00 AM – 1:00 PM

Call to Order	Karen Van Epps
Start Time	10:04 AM
Facilitator	Karen Van Epps
Notetaker & Liaison	Jeffrey Yamamoto
Attendees	<p>IOC Members Present: Karen Van Epps, Diedra (De) Freedman, Cynthia McKinnon (phone), Suzanne Hessman (phone)</p> <p>IOC Members Absent: Pat Thundercloud, Linda Mecham, Lynda Stites, Mary Haynes,</p> <p>Division of Developmental Disabilities (DDD) Staff: Leah Gibbs, Ileen Herberg, Richard Kautz, Jeffrey Yamamoto, Eric Houghtalin, Dr. "Charlie" Green, Alissa Vander Veen, Chris Deere, Barbi Diehl-Rouen, Stephanie Jacobs, Chris Deere</p> <p>Arizona Department of Administration (ADOA): Chris Kleminich, Mike Beller (phone)</p> <p>On the phone: Cynthia McKinnon, Suzanne Hessman, Mike Beller</p> <p>Public: Lionel Delgado – Prescott Valley advocate for his own family member</p>
Agenda Topics	<ol style="list-style-type: none"> 1. Welcome and Introductions 2. Approval of July minutes 3. ADOA Updates 4. District Updates 5. Burial Plan issues 6. Planning document 7. Behavioral placement 8. DDD Program Administrator 9. DDD Criminal Justice Liaison 10. HERO Updates

	11. Roundtable 12. Adjourn
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Call to Order

Karen Van Epps

Discussion	Karen Van Epps called meeting to order at 10:04 AM.
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Welcome and Introductions

Committee

Discussion	<p>The Independent Oversight Committee (IOC) members introduced themselves in person and on the phone.</p> <p>Karen Van Epps as District Central Chair, De Freedman as District West Chair, Cynthia McKinnon as District North Chair (on the phone) Richard Kautz, Eric Houghtalin and Jeffrey Yamamoto introduced themselves as Division of Developmental Disabilities (DDD) IOC supervisor and liaisons.</p> <p>Chris Klemnich as Arizona Department of Administration (ADOA) liaison. Mike Beller as ADOA Administrator for the IOCs (on phone) Dr. "Charlie" Green as the Assistant Director for DDD. Introduced himself as the Assistant Director for DDD, Recently from Arkansas with two kids. Excited to begin working in Arizona.</p> <p>Leah Gibbs as the Division's Community Outreach Manager. Ileen Herberg as the Unit Manager for the Housing, Engagement, Resource, Opportunity (HERO) unit for DDD. Alissa Vander Veen as Executive Consultant to the Assistant Director Stephanie Jacobs as interim Deputy Assistant Director for Person Centered Care.</p>
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Approval of July 2018 Minutes

Committee

Discussion	<p>Karen Van Epps: Informed that the July 2018 minutes were sent out to the voting members for review before the meeting and no changes were submitted.</p> <p>De Freedman: Motioned to approve the July 2018 Statewide minutes as written.</p> <p>Cynthia McKinnon: Seconded the motion.</p> <p>All were in favor, committee approved the July 2018 Statewide minutes as written.</p>
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ADOA Update

Chris Klemmich

Discussion	<p>Chris Klemmich: Began by informing the committee chairs that ADOA was put into place by Senate Bill 1450. He informed Committee chairs of their ADOA role in the IOCs.</p> <p>Chris Klemmich: Asked that the District IOCs to direct any concerns to the ADOA.</p> <p>De Freedman: Brought up that with the change of integrated health, that the IOCs should be looking at the human rights for the DDD members in their acute, behavioral health and long-term care. Can the different agencies, that were affected by S.B.1450, work together for the betterment of all the members? Can there be consistency in the IOCs by creating "standard work" for all the committees.</p> <p>Chris Klemmich: Read part of the statutes and summarized that the IOCs need to review IRs and from there springboard to larger issues. Bring up the cooperation for inner agency in annual report.</p> <p>Mike Beller: There are 11 IOCs with a need for one at The Department of Child Safety (DCS). They are trying to make a consistent framework for all the IOCs to follow. The ADOA will come up with a standard framework, based on DES/DDD IOCs, since the processes and committees run so well.</p> <p>Karen Van Epps: Stated that she thought it would be better that un answered requests be made to ADOA and they be answered from them rather than through DDD.</p> <p>Chris Klemmich: Replied if the IOCs are having problems to put on agenda, vote on it and present to ADOA officially to resolve.</p> <p>Cynthia McKinnon: Stated in the past that DDD had clear processes to escalate problems to the leadership and get resolved. She is hoping that ADOA will basically do the same.</p> <p>Karen Van Epps: Stated that there is problem that Adult Protective Services (APS) is assigned an investigation it takes too long for results. DDD should be able to investigate the minor infractions first to see it can be cleared quickly. This would mean that DDD would need an investigative unit to investigate these issues.</p> <p>Chris Klemmich: Finally commented on moving to add to reconvene to Public Session at end of Executive Session. ADOA to stay for Executive Session after HIPAA training is completed</p> <p>Chris Klemmich: Asked opinions on the use of audio recordings for official minutes.</p> <ul style="list-style-type: none">• Central would like to keep minutes• West is Ok with both, trying the new method.• North no opinion
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District Updates

Committee

Discussion	<p>De Freedman for West: Gave District West update. District West is growing with one new member, now at 8. Relatively new and still getting to know the duties of the committee. Happy about receiving Metadata from Jeffrey. Problems on secure emails and opening them.</p> <p>Karen Van Epps for Central: Gave No District Central update.</p>
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	<p>Cynthia McKinnon for North: Gave District North update. Excellent Support from the members of the committee. Asked to have sex education developmentally appropriate and universally provided for the children and adult members so that they understand the consequences of this behavior.</p>
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Burial Plan

Karen Van Epps

Discussion	<p>Karen Van Epps: Commented that the burial plans has been brought up again as a member has overpaid the actual cost of the burial through their plan. The plan had been written over 10 years before. No details made on the plan for the member. The plan needs to have specifics that are locked in as part of the plan. i.e. type of casket, services, burial fees etc.</p> <p>De Freedman: Commented that she would like training on the Rep Payee process.</p> <p>Leah Gibbs: Said she would ask if the Rep Payee training could be done by Geri Ortiz from District South.</p> <p>Chris Deere: The practice of the Support Coordinator providing any specific recommendations has completely stopped since last year. The insurance company is on the watch list for this behavior.</p>
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Planning Document

Karen Van Epps

Discussion	<p>Karen Van Epps: Brought up again that this 44-page document is excessive for the families and support coordinators to complete every 90 days. The "working with me" and strength and weaknesses have been deleted from this new document. This is the only document which travels from placement to placement that helps new staff know member.</p> <p>Chris Deere: The document is already being rolled out, it is also being worked on to be an electronic document. "Weaknesses" may be addressed on next revision. Possibly "Challenges" used instead of "Weaknesses". The criteria of "harm to individual" is the benchmark to make changes to the document.</p>
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Behavior Placement

Karen Van Epps

Discussion	<p>Karen Van Epps: Recorded an episode of "Dr. Phil" concerning the placement of members who are too behavioral for most group homes.</p> <p>De Freedman: DDD has group homes running with Behavioral health programs and for children under 18 there is an inpatient Aurora Facility in Tempe which takes behavioral youth in.</p> <p>Karen Van Epps: Concerned no one is utilizing these behavioral institutes. How do they know?</p> <p>Leah Gibbs: Was asked by De about an acuity tool to assess behaviors. She replied that it should be done in April 2019.</p>
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	<p>De Freedman: Summarized that there are programs which are being developed for all DD members to find their best match. She knows this through her work with the Arizona Health Care Cost Containment System (AHCCCS) Autism Spectrum Disorder (ASD) Advisory Council. Touchstone and Southwest Behavior Health are two agencies with programs.</p>
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DDD Program Administrator

Chris Deere

Discussion	<p>Chris Deere: Said he was here to address the burial plan and planning document.</p> <p>De Freedman: Asked about agencies who close, what happens to members.</p> <p>Chris Deere: Answered if an agency is going to close, there is a vendor blast to cover all the members living with that agency. New placements are found, and members moved. There is also a public notice to the public.</p> <p>De Freedman: Request that a "what to do next" be sent out to parents/guardians of the members.</p> <p>Chris Deere: Replied he would need to check with contracts to see if it can be done.</p> <p>Chris Deere: Improving the Support Coordinators (SC) training is being done also to cover many topics from burial planning, to referrals, to knowing options for the members.</p> <p>De Freedman: Asked to create the "Standard Work: like IOC for PRC</p> <p>Chris Deere: It is in the works now. Soon to be enacted for PRC.</p>
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DDD Criminal Justice Liaison

Barbi Diehl-Rouen

Discussion	<p>Barbi Rouen: Explained the Criminal Justice liaisons position to watch over the members who have been incarcerated.</p> <p>Barbi Rouen: Made her presentation about the criminal justice system and our members.</p> <ul style="list-style-type: none"> • AHCCCS mandated for DDD Arizona Long Term Care (ALTC) to have liaisons for incarcerations over 30 days monitored and reporting. • Gave the website and phone number that's monitored 27/7 for incarceration. • Notes and comments about DDD members can be accessed through FOCUS. This is to keep everyone current. • AHCCCS notifies DDD when members are identified due to incarceration. • The DDD Criminal Justice plan is to keep the member from offending again and reduce recidivism. Sometimes hard because member doesn't wish to follow the court mandates. <p>Cynthia McKinnon: Asked questions about the incarceration process due to a death of a member and other low functioning members being incarcerated. There are also problems of over use of law enforcement to correct members for behaviors.</p>
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	<p>Barbi Rouen: Answered that once DDD member is identified as incarcerated the current medications list is forwarded to the jail to ensure that they are receiving their medication. Also reaches out to support coordinators, family or Public Defenders office for communications release. DDD Members are also placed not with the general inmate population.</p> <p>Richard Kautz: Informed that DDD Leadership is informing agency management that the agency needs to deal with the behaviors appropriately and stop using law enforcement to correct behaviors.</p> <p>Suzanne Hessman: Asked how long does it take for DDD to be notified?</p> <p>Barbi Rouen: Answered 24 to 48 hours due to electronic updating.</p> <p>De Freedman: Asked if Barbi could come address AHCCCS on this as well as Crisis Intervention.</p> <p>Barbi Rouen: Deferred to ask the AHCCCS Liaison first.</p>
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HERO Update

Richard Kautz

Discussion	<p>Richard Kautz: Gave updates;</p> <ul style="list-style-type: none"> • Began by stating that the IOC minutes has been updated on the DDD website and the ADOA website. • Continued efforts on recruitment working for all committees. Also keeping track on expertise of membership. • Working with Chris Deere on the Program Review Committee (PRC) "standard work" and expectations on when the answers would be coming back to IOC. • Informed chairs on "Hab C" billing. Will send out electronically. <p>De Freedman: Asked for answers to "How long it takes for answers to come back from Quality Assurance and PRC"</p> <p>Richard Kautz: Will follow up with David Marshall on QA responsibilities to attend meeting and answer questions, Chris Deere addressed that PRC standard work is coming.</p> <p>De Freedman: Asked about if all available services are being discussed to members by DDD staff. Many Incident reports indicate that there are no supports in place for the member, but they are eligible for these services.</p> <p>Richard: Answered mainly through the Support Coordinator. For individual cases have them call Richard for advocacy help.</p> <p>De: Asked about the issue of medication to alter behavior before an appointment being standardize among all districts.</p> <p>Richard: Responded that he would check.</p> <p>Jeffrey Yamamoto: Passed out quarterly metadata. Went over the data with the committee present. Will send out the handouts to rest of the committee members during monthly meeting. Handed out the District Central guidelines as a guideline for other districts.</p>
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Roundtable

Committee

Discussion	Karen Van Epps: Asked for any more discussion for the Roundtable portion. All other Chairs in attendance: All agreed they did not have any other questions for the meeting
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Adjournment

Karen Van Epps

Conclusion	Karen Van Epps: Asked for motion to adjourn the meeting. De Freedman: Motioned to adjourn, Suzanne Hessman seconded the motion, the members voted, and all agreed. Karen Van Epps adjourned the meeting at 1:07 PM. The next meeting is scheduled for Jan 16 th , 2019.
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