



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, April 20th, 2022 – 5:00 pm**

Call to Order

- Meeting called to order by Committee Chairperson, **Robert (Bob) Malloy**, on April 20th, 2022, Time: 5:04 pm. The meeting took place by virtual conference.

Welcome and Introductions

Please Note: All attendance for this meeting was by electronic (video or phone) means only.

Attendance:

- **Robert (Bob) Malloy (Chairperson)**
- **Sandra Malloy**
- **Don Harrington**
- **Jody BonDurant-Strong**

Absent:

- **None**

Public in Attendance:

- **Mr. Lionel Delgado**

Arizona Department of Administration (ADOA):

- **Larry Allen (ADOA IOC Manager)**

Integrated Health Plans:

- **Karen Kramer (United HealthCare) liaison**
- **Vera Kramarchuk (Mercy Care ombudsman)**

DDD Staff and Guests:

- **Jeffrey Yamamoto (DDD IOC Liaison)**
- **Jen Myler (DDD Program Manager)**
- **Joan McQuade (DDD IOC Manager)**
- **Leah Gibbs (DDD OIFA Administrator)**
- **Fredreaka Graham (AHCCCS liaison)**

Call to the Public

Bob Malloy: Made a call to the public. **Mr. Lionel Delgado** was unable to unmute his call. **Bob Malloy** did allow him to speak at the end of the meeting.



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Lionel Delgado expressed concerns about the lack of information about parent support groups located in Northern Arizona. The IOC will investigate seeing if they can find some. He also had another question concerning allowing the member/family writing a legal contract within a Group Home or DTA to allow the member certain abilities/activities that are not written into their behavior plans. Due to contracts with DDD/AHCCCS the agencies must hold to their written agreements and laws/policies and would not be able to write new contracts in contradictions with DDD/AHCCCS agreements. The last statement was too hard to understand and was not included in this summary. At this point he was extended past his 3 minutes allowed for this section on the agenda.

Updates from the Quarterly IOC meeting

Bob Malloy informed the IOC that his internet was spotty, and he was unable to fully attend and listen to the entire meeting. He asked **Don Harrington** to give an update since he also was present.

Don Harrington stated that one of the points made during the meeting was to possibly get the IOC volunteers some sort of stipend for their internet usage since it looks like virtual meetings and reviewing of IR will continue to be the main technology for the IOC members. There were discussions on the new revisions to Article 9 was also brought up. The ease of using the DDD website brought concerns from a lot of the participants. It seems like it is difficult in navigating the site to find forms and policies. There was a recommendation to create an ad hoc committee to help come up with some easier navigations or tools to help with the site. The constant new training of forms for the Support Coordinators (SCs) was also mentioned as a barrier to keeping and retaining staff. There should be a limit to the amount of training needed to learn the new forms. There should be more time being used in directly helping the members. On the other hand, SCs need to know more about supports and benefits for the members to do their job more effectively. This is a balancing situation and cannot be answered easily.

Updates from the DDD Staff

Jen Myler informed the IOC that she is 13 support Coordinators short. The Person-Centered Support Plan (PCSP) is about 90% completed for all DN members.

Jeffrey Yamamoto for **Marilyn Croci** stated that Marilyn retirement is scheduled for 5/3/2022. Her new assistant is Camron Neel and will be processing the Behavior plans shortly and upload them in the shared drive for Jody.

Joan McQuade informed the committee that a selection had been made of the new IOC liaisons and they are doing interviews on Friday to get the final redactor hired for the redaction team.

There was an explanation made of the current office and hybrid models of DDD staff and how that may affect in-person IOC meetings. There are several DDD offices which are closing making it difficult to plan for in-person meetings when it is allowed. There will always be a virtual option for the IOC



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members. Reported by **Jen Myler** there does not seem to be any closures of any District North offices so that the in-person IOC meeting still could occur in Prescott Valley or Flagstaff.

Don Harrington asked if there is an allowable hybrid for 90-day planning for both in the home and virtual. **Jen Myler** Commented that there would always be that option. But DDD would like everyone to be present in-person during the meeting.

Leah Gibbs informed the IOCs at the quarterly meeting that ARPA funding to Direct Care Workers (DCW) and vendors can begin to be funded. A restriction is that 80% of their funds must be given to the DCW and supervisor but not through their base wage but other means such as stipends, bonuses, childcare. This is because there is a group that is proposing wages be increased for DCW and the extra ARPA funds may interfere in the process. The amount will be 260 million dollars and 211 million to the DCW.

Leah Gibbs explained that the eventual change over for the AHCCCS portal using the new IR template will be a while in coming. The overall reviewing and accessing will be trained to all IOC members when the before the time comes to flip the switch.

Updates from ADOA

Larry Allen Only had one comment that about the Cross Agency meeting. Some of the State's IOCs to came together for a brainstorming meeting to discuss what common ground from all the IOCs. There will be an August meeting to go over their findings.

Updates from the Health Care plans

Karen Kramer -United Health Plan did not have any new updates currently

Vera Kramarchuk- Mercy Care did not have any new updates currently

DDD IOC Liaison Updates

Jeffrey Yamamoto did not have any more updates for the committee.

Bob Malloy asked about the Volunteer Appreciation Event.

Leah Gibbs summarized the event. She said that she is grateful for all the volunteers and their time. She informed Bob of the speakers, messages, and entertainment. The speakers included both the Director of DES and the Assistant Director for DDD and the Governors Chief Operational Officer. Messages from the Diamondbacks, Cardinals and a self-advocate with Down Syndrome were also delivered. All members will receive a thank you certificate. There was also a lifetime volunteer award given



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posthumously to Karen Van Epps. It was a fun event, and she hopes next year it will be in person. The date is set for April 18th, 2023.

Sandy Malloy informed the committee that the HB 2113 bill to allow Down Syndrome to be added to the DDD criteria for qualifications was passed into law this legislative session. This will be implemented 90 days after the session has ended.

Follow Up for IOC Liaison: Re-Send out recording of volunteer appreciation event

Discussion on recruitment and membership

Bob Malloy asked about the recruitment efforts for new members.

Jeffrey Yamamoto informed Bob he did not.

Incident Reports and Behavior Plans

Bob Malloy discussed with committee members the use of 9-1-1 as a first response from agency staff is intolerable. The agencies should make sure that their staff read through the ISP/plans from each member they serve to see the precursors and antecedents to behaviors and recognize them before a negative behavior occurs. DDD Quality is doing a good job in asking the agencies to have the staff try to understand and engage in prevention techniques prior to negative behaviors before calling 9-1-1.

Assignments made at previous meeting:

Bob and Sandy Malloy – Human Rights- Closed

Don Harrington – Emergency Measures & Other-Abuse- Closed

Jody BonDurant-Strong – Physical Abuse & Neglect- Closed

The committee has been loaded the February 2022 reports The Feb incident reports include **20** open and **544** closed reports. This is a total of **564** incident reports presented to the committee for review.

The committee submits their comments and questions to Jeffrey Yamamoto via comments in Shared drive and will be sent to District North Quality Improvement for a response.

Incident Type	Open	Closed
Accidental Injuries	3	54
Client Missing	0	1
Deaths	0	8
Emergency Measures	0	12
Human Rights	1	1



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Legal	0	2
Medication Errors	6	72
Neglect	3	37
Other Abuse	1	2
Other – Behavior	1	110
Other – Unkn Injury; hospital;	4	345
Physical Abuse	0	4
Property Damage	1	5
Suicide	0	1
Totals	20	544

Adjournment

Bob Malloy motion for adjournment of the meeting at 6:13 pm.

Jodi BonDurant-Strong motioned to adjourn the meeting

Don Harrington seconded the motion to adjourn the meeting

All 4 members present voted “Aye” to Adjourn the meeting, No “Nays”

The next meeting is set for Wednesday, May 18th, 2022, at 5:00 pm.