



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, April 26th, 2022 – 5:30 PM to 7:30 PM**

Call to Order

This meeting is being held virtually due to the Coronavirus (COVID-19) concerns.

Meeting called to order by **Bernadine Henderson**. The date was April 26th, 2022, at 5:32 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

- Attendance in Person: **None This meeting was virtual only due to COVID-19 concerns**
- Attendance by Google Meets unless noted: **Diedra (De) Freedman, Cynthia Macluskie, Brad Doyle, Bernadine Henderson**
- Absent: **Julie Heineking, Heidi Miller, Pat Thundercloud**
- Public in Attendance: **Heidi Lewis (potential member)**
- Arizona Department of Administration (ADOA): **None**
- Healthcare Plan Liaison: **Janet Holtz, (Mercy Care)**
- DDD staff and Guests: **Jeffrey Yamamoto (DDD IOC Liaison), Leah Gibbs (DDD OIFA Administrator), Delorah Grant (DDD Quality Manager), Martha Williams-Hayes (DDD Quality Supervisor) Diane Kress (DDD Quality Supervisor), Fredreaka Graham (AHCCCS IOC) Joan McQuade (DDD OIFA Manager) Mary Demery (DDD DW Program Manager) Nadine Intorcia (DDD Justice reach in liaison) Shannon Kirwan (DDD OIFA Manager)**
- The Committee, DDD staff and guest, United Healthcare and Mercy Care introduced themselves.
- The IOC make up in attendance: **De Freedman** is a former Lawyer, **Pat Thundercloud** is a retired Physician's Assistant, **Bernadine Henderson** is a former Special Education School Teacher and a current Foster Parent, **Cynthia Macluskie** is the President of the Greater Autism Society of AZ. **Brad Doyle** is a Parent and Advocate, **Heidi Miller** is a Parent and Advocate. All these members have children who have services with DDD

Call to Public

Bernadine Henderson: Called for public to announce themselves. No Public in session.

Introduction of possible new member



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Heidi Lewis informed the DDD Liaison of her lateness to join the meeting. He informed the IOC at the beginning of the meeting of her delay. She joined the meeting at 5:55pm and was later called to introduce herself later in the meeting.

Bernadine Henderson: Called on **Heidi Lewis** to introduce herself later in the meeting.

Heidi Lewis started to introduce herself as working for Practical Training Solutions. This is a private training group which trains DDD vendors and the public. Been training 10 years.

De Freedman wanted to know that she is not a DDD employee and that her company only supplies training to vendors who is in contract with DDD.

Heidi Lewis Agreed that is true.

Discussion on meeting location including virtual

Bernadine Henderson: Called on De Freedman to begin the discussion on the IOC meeting location when the IOC can meet-in-person and whether they wanted to continue with virtual meetings.

De Freedman stated with the size of District West and where the current members live, she would like to continue with virtual meetings instead of re-continuing to meet-in-person at the Peoria DES office. The fact that most of the DDD employees will not return to the office until October.

De Freedman asked for the members to think about the idea of continuing to meet virtually on a permanent schedule. She suggested that socially they can meet a couple of times a year and even offered to host a social meeting.

The members in attendance all agreed they believe that virtual meetings would continue as the primary meeting method. The IOC will officially vote on this matter in the next meeting.

Discussion on Behavior Plans(BP) and Incident Reports(IRs)

Bernadine Henderson: Informed the committee members that she feels overwhelmed with doing all the work with the committee. Bernadine attends PRC and reviews BP and she is the only reviewer of the IRs. She would like some help in both reviews. To help her, she suggests that every member read, and review 1 days of behavior plans per month. It is about 5 plans per day. This will help her with the PRC. Please fill out the disposition sheets for the Behavior Plan. She would like to have everyone commit to help with reviewing BP and IRs.

De Freedman asked to assign her a day. She believes that reviewing the BP as more important than the IRs. She said that she is tracking and trending the district through the metadata reports but agrees that the IOC should be spot checking with the IRs also.



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Bernadine Henderson explained that filling out IRs is difficult due to the lack of space available to enter description.

Cynthia Macluskie and **Brad Doyle** both said they will try to do more for the reviews both IRs and BPs. Cynthia explained that she does not remember how to log on or get to the site.

Jeffrey Yamamoto said to email him on a date and time which works for her, and he will work with her.

Updates from Statewide meeting

Bernadine Henderson summarized the statewide meeting with these high points from her notes.

- Members missing archived records was brought up as a concern in the statewide. It was reported that DDD does not have records prior to 2015 for an IOC member's child. The concern that other DDD members may also be missing their records. **Mary Demery** said if there are it would be a low case of missing records.
- DDD is about 82% finished with completing the Person-Centered Service Plans (PCSP) for all members.
- Abuse and Neglect training for the members is still being objected to by members of the IOC. Zane Garcia-Ramadan said that there will be a public comment coming in July. This would be a one-year review period.
- Revised Article 9 was brought up as "Public Comment" coming soon. **Leah Gibbs** stated that Article 9 posting will be delayed for another 3 weeks due to it going through the AZ Secretary of State and they must review it first. **De Freedman** stated that the new bill that allows 30 days before the posting. **De Freedman** suggests why DDD will not be released early to the IOC since the DDAC and Tribal receive it early. Eventually the system will be where all policies will be released to the IOC 30 days before the posting for 30 days, giving time to meet and discuss. **Leah Gibbs** stated that each IOC will decide on how they would like to receive the proposed change in policy.
- Down Syndrome has been added to the qualifying diagnosis for DDD/ALTCs benefits. **De Freedman** added that when the change up of the information about Down Syndrome diagnosis needs to also include the 2nd qualifier of functional limitation.
- **Leah Gibbs** added that Zane had heard that the DDD Website was not easily navigable and there is a group including the OIFA Communications manager to look to make it easier. **De Freedman** informed the problem surrounds the finding of "assessment tools" which help determine services is difficult to find.



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Article 9 discussion

Bernadine Henderson informed that this was already discussed in the Statewide meeting portion.

DDD Staff Updates

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Mary Demery informed the committee that they have 2 new supervisors, and they still have support coordinator vacancies. The Person-Centered Support Plan (PCSP) is almost completely rolled out to District West members at 90%.

Cynthia Macluskie asked how much training the SC is getting.

Mary Demery stated that there is some revamping, but it is in the forefront to get the Behavior Health information to SC.

Cynthia Macluskie asked to be clear that SC make the determination after a crisis call on if they need to bring in any additional BH to help. Is there any follow up by DDD?

Mary Demery agreed that this is correct. Many SC may already have a plan and may already be working with Supervisor. Tracking is also be done on Crisis calls. The SC will confer with the Member’s Team.

De Freedman would like some tracking and trending of the Crisis calls

Mary Demery she may be able to find out from the BH analyst if it can be provided.

Leah Gibbs stated that Dr. Arnold has been providing Division wide information to every level of DDD about the Behavioral Health and its resources. She did say there are other tracking in Crisis.

Leah Gibbs informed the IOC that the flexibilities of parent being paid as providers will continue with the Public Health Emergency until October. Then the ARPA funding will work until March 2024. She also stated DDD IMS system will be transitioned to the AHCCCS portal sometime closer to end of year or the next year. Training will be provided for IOC members to review on that platform.

Joan McQuade informed the IOC that the second new IOC liaison will be starting on Monday 5/2/2022

Delorah Grant informed the committee that she talked with Amy Rose, and they will be working closer together in addressing PRC problems with Quality. There were incidents brought forward and the resolution was made on one incident is that the members is receiving a cell phone, the second one



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is that the member is currently attending the library. On the IRs, Quality must cut and paste directly from the vendor the incident description regardless of grammar and punctuation.

Bernadine Henderson asked to clarify the HIPAA around using the First name and last initial to identify members. Delorah said that she personally does not use names in email for all outside of Arizona Government.

Diane Kress and Martha Williams-Hayes did not have any updates.

Nadine Intorcica started to go over the Justice Liaison team. The Justice Liaison team belongs to the Office of Individual and Family Affairs (OIFA). The role is AHCCCS require to support DDD incarcerated members, they do follow up with releases and plannings for members so that they do not lose benefits coverage or have gaps in service. They help with repeat offenders in not being reincarcerated. They work with jails, prisons, DOC, probations, courts, Health plans and RHBA. They work with the members team. Their involvement begins when they are informed of any incarceration of members through any one of the agencies that inform them including families and support coordinators. This last until they are released and stable in the community.

Shannon Kirwan emphasized that they are AHCCCS required and works with a lot of agencies to ensure members are serviced.

Cynthia Macluskie asked how does the Justice liaison know when a member is incarcerated?

Nadine Intorcica is informed through ALTCs server report, public defender's office, SC, and families.

Cynthia Macluskie asked about losing members in the chaotic nature of arrest and detainment. There does not seem top be a way consistently to know where the member is. SMI are tracked much better in the system when they are incarcerated.

Shannon Kirwan replied that this is a problem with the system. AHCCCS initiative is working on a better communication system when there are incarcerated members. The agencies are independently needed to participate in the program and AHCCCS is getting more and more buy in on the program.

Cynthia Macluskie asked about the name of the AHCCCS initiative.

Shannon Kirwan said she would get that to the IOC later as she did not have a name at this time.

Cynthia Macluskie asked that there ae many different job descriptions for the DDD Justice Reach-in liaison. She was informed someone in the department does LEO and courts training on DD populations and interactions.

Nadine Intorcica stated that the role is currently two-fold in benefits and justice. As far as law enforcement training, she deferred to Leah.



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Leah Gibbs responded that through OIFA there is a community engagement person who does do training with the LEOs to help them recognize and work with the DD population. She offered to invite the Community Engagement Team to the next meeting.

Cynthia Macluskie asked if there was a 24/7 call in line into DDD for law enforcement.

Leah Gibbs responded that the Customer Service line is there during normal operational hours and after hours and on weekends the phone line rolls over to an afterhours line which will answer the call. They will call the manager on duty or forward the call to the manager on duty for more problematic situations.

Cynthia Macluskie asked about being informed by others that many years ago the Justice liaison did a lot of amazing things and had answers and now not so much. She asked if that was a breakdown of the position responsibility or something else.

Leah Gibbs stated that the actual position for the justice liaison has not been around in the time that Cynthia had mentioned, and neither was a formal Customer Service Center. She states that it is a combination of the parts of the job being divided up and the introduction of larger infrastructure of DDD.

Cynthia Macluskie asked about the possibility of DDD losing a member in the penal system and can it happen.

Leah Gibbs stated that sometimes there are gaps in communications and members can get lost in the system. That is why AHCCCS initiative is working on trying to solve that problem.

Cynthia Macluskie and De Freedman asked if members could sign a release form to allow their names to be registered with OIFA to be registered with the LEO/ First Responders that they are DDD members.

Leah Gibbs stated she will investigate it.

Cynthia Macluskie asked about calling the Customer Service line and LEOs question is answered appropriately.

Leah Gibbs responded it depends, but she stated the most common call in from LEOs are that the LEO has been called multiple times to a residence and that the member needs some help. She said that the BH unit is advised, and the Support Coordination system is advised to work with the member.

Cynthia Macluskie stated that two different individuals were having negative behaviors and the two different times in two different cities, the group home was told by LEO and Crisis that they were not going to respond and that in one case the hospital was not going to respond.



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Leah Gibbs asked that DDD be informed immediately as well as the Health Plan OIFA on these matters. After hours can be called on weekend.

Nadine Intorcica informed the IOC that she informed all her members of the Customer Service number to be called anytime.

Cynthia Macluskie wanted to ensure that the training of LEO is being done correctly.

Health Plans (HP) updates

There may have been question(s) and vote(s) taken during this section and those are listed in the “Discussion and Voting on Request for DDD” section of these minutes.

Cynthia Macluskie wanted to give UHC OIFA a shout out for helping a homeless person.

Janet Holtz (From Mercy Care) stated that the contract for the Crisis Care line was given to Solari and will be switching shortly. Mercy Care had overview of information they had nothing else to add.

United Health Care was not present.

ADOA Update

Larry Allen had forwarded no update. He informed chair and DDD liaison of his absence.

Discussion and Voting on Request from DDD

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De Freedman skipped this section since there was no request this month.

DDD IOC Liaison Updates

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Jeffrey Yamamoto began by informing again there is a new liaison starting on Monday.

Jeffrey Yamamoto also stated that the IOC can request a meeting at anytime . The IOC can just make a request to have another or early meeting.



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Discussion of Membership for the IOC

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Bernadine Henderson asked for motion to vote Heidi Lewis to become full member the DW IOC

- **Cynthia Macluskie** motioned to vote Heidi Lewis in as a new member to the District West IOC.
- **De Freedman** Seconded the motion.
- **The committee voted and all members present said “aye” there were no “nay” votes.** All IOC members present are listed in the attendance roll call in the Welcome & Introduction.

Discussion of Incident Reports (IR) & Behavior Plans (BP)

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For Feb IRs, the Committee members have been given weekly the past months of incident reports in the Shared Drive. The reported 3 weeks of IRs are listed below. **Total= 622 Open=36 Closed= 658**

Feb 2022

Type	Open	Closed
Accidental Injury	0	94
Consumer Missing	0	10
Deaths	5	6
Emergency Measures	0	11
Human Rights	2	0
Legal	1	2
Medication Errors	0	28
Neglect	17	33
Other Abuse	1	4
Other Behavior	2	288
Other Hospitalization, Unknown injury	2	137
Physical Abuse	5	4
Property Damage	1	4
Suicide	0	1
TOTALS	36	622



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The IRs will be reviewed by the committee members.

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send to QIM.

All PRC meetings are being attended by Bernadine Henderson and Pat Thundercloud.

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.

Adjournment

De Freedman adjourned the meeting at 7:38 pm

The next District West IOC meeting will be held on Tuesday May 24th, 2022, at 5:30 pm. Will be virtual meeting should COVID-19 concerns still be in effect.