



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, July 13, 2022 – 5:00 PM to 7:00 PM**

Call to Order

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

Meeting called to order by Committee Chair, **Suzanne Hessman**. The date was July 13, 2022, at 5:03 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: **Suzanne Hessman, Kin Counts, Sarah McGovern, Susan Kingsbury (by Phone), Amanda Godek, Teresa Brooks**
- Absent: **Elizabeth Bird, Sophie Stevenson, Yolanda Huynh, Tonia Schultz**, Public in Attendance: **Aimee Griffith-Johnson**
- Arizona Department of Administration (ADOA): **Larry Allen**
- Arizona Health Care Cost Containment System (AHCCCS): **Absent**
- Healthcare Plan Liaison (United HealthCare): **Karen Kramer**; (Mercy Care): **Vera Kramarchuk**
- DDD staff and guests: **Leah Gibbs** (OIFA Administrator), **Trudy O'Connor** (District East Quality manager), **James Maio** (District Central Quality Manager), **Joan McQuade** (OIFA Manager), **Jeffrey Yamamoto** (IOC Liaison), **Michelle Rademacher** (IOC Liaison)
- **The Committee, DDD, ADOA, AHCCCS, UHC Employees** introduced themselves.

Call to Public

Suzanne Hessman: Called for the public to announce themselves.

Aimee Griffith-Johnson was present as a new member candidate.

Introduction of possible new member

Aimee Griffith- Johnson introduced herself as being in this arena for twenty years now, all things DDD, ALTCS, figuring it out personally as parent seeking to educate herself which lead to a degree in Public Policy, and furthering on to helping others advocate for their eligibility criterias and what they need to do to close the loophole and ascertain services from the state. Aimee shared she has been picked-up by the Arizona Center for Disability Law, ACDL, and is now an advocate investigator. She also sits on many committees throughout Phoenix Children's hospital.

Sarah McGovern asked why she is interested in joining our committee?



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Aimee Johnson states she was reached out by several people. One of the groups was saying there are a couple of committees that are very much in need through DD or DES. She likes how thorough they are with the foster care system. She has a couple of kiddos on her case where they are special needs and fall through the cracks. She would like to learn more about what the committee has to offer and see how each segment works together to help Arizonians out throughout the state agencies. Two of her kids are on DDD, eligible since 2006-2005ish. One kid is on the EDP program. Aimee feels like she has a unique perspective from different facets or avenues.

Jeffrey asked if she is a direct vendor with DDD.

Aimee stated she is not a vendor of DDD or DES.

DDD Policy and/or Legislative Issues

Suzanne Hessman commented on a policy announcement received today, clarifying language on Medical Marijuana and CBD oil.

Leah Gibbs went to the webpage for the most recent review. Leah stated that a new one, Chapter 600 on eligibility, there is intent on inputting clarity on when it comes to redetermination and eligibility. She explained the red lines are what used to be in place. The top part (in black) is new verbiage. You can see on the bottom, it actually crosses out the title, revision date, effective date. The black font is the new verbiage.

Leah Gibbs added information, we put together an email list of all the members in all the IOCs and shared it with the policy unit for notification of proposed policy changes.

Sarah McGovern stated she had no comments on the Medical Marijuana. She added she will re-review the eligibility and provide her input.

DDD Staff Updates

Leah Gibbs reported the first round of ARPA payments went out to 564 qualified vendors and that first payment was about \$131 million dollars. The second round of payments will be that same amount, to be distributed before the end of August to the qualified vendor community. Of those funds 80% is supposed to be used to compensate direct care workers and the other 20% is for the vendor agency for several other things. Leah will touch on here what is happening around the vendor community. The Division has met and is coordinating with AHCCCS related to the additional projects in which DDD wants to do with some of the ARPA funds received. We are excited about providing positive behavioral support training to every direct care worker whether in home and community based or residential supports as well as making the training available to our family members. We are just starting the planning phase. If there is anyone on the committee who would



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like to join us in that project please let her know. Leah shared she is the project lead. The goal is to land on a curriculum to launch statewide across different cultures and across different communities to help families. It would be free for our families. Part of the plan is to make sure to support families in being able to be freed up to attend the training. Another area we are focusing is the ongoing recognition that we need to be providing training to behavioral health providers about best practices in supporting individuals with developmental disabilities so that we can get a better expansion of opportunities for parent/family support services and other therapeutic services that our members would benefit from. Third initiative: we want to explore our case management system to make it function better in how it collaborates with our DDD health plans and health information exchange; and get more information to our support coordinators faster, so that our system interacts with other systems better and so support coordinators can have better and more efficient processes for their work. The legislative session closed at the end of June. DDD is starting to collaborate with AHCCCS to get approval to use funds for those three projects. Leah states she would like to provide an update to the committee on some legislation which directly relates to DDD. The House Bill 2113 is the piece of legislation that voted to allow Down syndrome as an eligible DDD diagnosis. We are actively working on updating our web pages, our fliers, or eligibility packets to reflect that information and to get information out to families. House Bill 2865 is a change to legislation which permits a new process of monitoring and inspecting all group homes who provide services to clients with complex needs. Part of our implementation requires us to land on a clear definition of “clients with special needs”. It will require us to establish a referral system to ensure Quality Of Care complaints are transitioned to a designated entity who will assist with parallel investigation and it requires the division to do an annual report back to the legislature about specific metrics related to the legislation, for example reporting the number medication errors experienced. Senate bill 1542, has to do with electronic monitoring in DDD group homes. The bill allows any group of members who live in a group home, when all members/families are in agreement, permits installation of electronic monitoring in the group home without the provider being able to prohibit that. The families are responsible for the monitoring devices, storing the information, and receiving the data from the monitoring devices. It also requires updating a rule associated with this legislation. The bill also defines that electronic monitoring devices are in common areas and hallways only. The legislation allows for a qualified vendor to set up cameras as well. It also says it cannot be cost shared, that way one entity is responsible for the data. Another piece of legislature, Senate Bill 1230 allowed for provider rate increases, which are permanent rate increases. In August, the Division will hold public forums to help determine how the money will be distributed. Announcements are just starting to go out. They are scheduled between August 10 and August 24, a couple are during the day and three are in the evening. They are virtual forums. The new rates will go into effect on October 1st. Senate Bill 1231 has been already implemented where the Independent Oversight Committees receive 30 days notice prior to public comment, and is up and running. A new area we are working on is the transitioning of the Divisions vendors per billing to Centers for Medicaid billing and how vendors do billing. Wellsky has been assisting with this process. Training has been provided to the vendors, about 711 providers (representing 90% of the qualified vendor community) have had at least one biller training on the new system. We continue to train vendors daily, through



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July 22. Sandbox is available for providers to practice the new claims system. Intent is to implement the new process, goal is August 1. The billing system is very different from the previous process. On a similar topic, Electronic Visit Verification, EVV, claims go into effect November 1, per AHCCCS' hard edit date. The Qualified Vendor network has worked hard to implement the EVV process. EVV is used for Home and Community Based Services, HCBS, to include Attendant Care, Homemaker, Habilitation, Home health Aide, Respite, and Skills Training and Development (Behavioral health), Companion Care and Personal Care (Elderly and Physically Disabled). Last update, funding parents as providers for minor childrens' services, will be funded through March 2024. Originally AHCCCS published only one service approval. Now AHCCCS has approved for both services, Attendant Care and Habilitation. AHCCCS has made it clear they have intentions to roll back to paid providers after the funded period ends. **Teresa Brooks** asked if therapists (providing services through DDD) will be included in the positive behavioral support workgroup? **Leah** stated attendance is welcome and encouraged. **Teresa and Suzanne** reiterated that all providers working with DDD members need the training. **Kin Counts** included it is important in rural areas. **Aimee** asked about Continuing Education Units, CEUs. **Leah** stated we have looked into it.

Trudy O'Connor stated she is onboarding a new incident specialist for fact finding. She has been a licensing worker for many years. Incident reporting staff who was out for a few weeks for family leave has returned. The Quality unit has one open RN investigator position and one open programmatic position. The Quality unit has moved to the new office in Chandler which is a multipurpose DES building. **Jeffrey** added the Mesa office has closed.

James Maio was present to support Trudy O'Connor and provided no update.

Joan McQuade informed the committee that we are training our last staff that joined the team as a redactor. We are moving right along.

Michelle Rademacher informed the committee that the DDD Liaisons have uploaded batches of IRs for review since the last meeting on June 28, July 6, and July 11. IRs being redacted currently are May 22 – 28.

ADOA Liaison Update

Larry Allen reported there is a new IOC website. All state agencies are transitioning to the platform. Currently the ADOA IOC website is a work in progress. Larry reports he hopes to have the website fixed "the way we want it" in the next month. We will be manually loading some of the documents that did not transfer to the new site. If you need anything let me know.

Jeffrey Yamamoto informed the IOC members that when the ADOA website transitioned over some of the agendas and minutes did not transfer. The months past March 2022 are not currently available from the website.



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AHCCCS IOC Update

Fredreaka Graham was not present for the meeting.

Health Plans Liaisons Updates

United Healthcare Community Plan (UHCCP) Karen Kramer had no update.

Vera Kramarchuk shared that effective July 16, dialing 988 has been designated as the new three digit dialing code that will route callers directly to the national suicide lifeline.

DDD Liaison Update

Jeffrey Yamamoto informed the committee the quarterly statewide IOC chairs meeting is scheduled for next Wednesday, 7/20, 10am - noon. Agenda has been drafted and will be posted tomorrow. Invitations will be posted to calendars by Jeffrey. Anyone interested in attending, any IOC member, is invited to listen in. Please inform Jeffrey if you wish to receive an invitation. Jeffrey shared he will be retaining District East and Central as the liaison as well as doing the quarterly meetings. Michelle will be responsible for North, South, and West. Someone did want to be brought up (committee member), that in the past there have been vacations that have been set aside during the summer months and during the winter break. District West has voted out their July meeting for that specific reason. He asked if the committee wants to take a holiday break or time off from a meeting. It was verified the committee was required to meet at minimum once a quarter. After the roundtable, committee members all agreed not to take a break from meetings. **Suzanne** stated that maybe the committee would revisit the topic in December. Jeffrey added that IR types for loading into the drive can be increased instead of going to archive. There are a total of 14 categories.

Discussion, Review and Possible Action on Committee Memberships

Suzanne Hessman asked for a motion to vote on membership.

- **Sarah McGovern** made a motion for Aimee Johnson to become a member of the District East IOC.
- **Kin Count** seconded the motion.
- A vote was taken and all present (see Welcome and Introductions attendance) voted “Aye”, there were no “Nay” votes. Motion was passed.

Aimee Johnson has been voted in as a District East IOC member.



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Jeffrey Yamamoto explained the process moving forward to Aimee to include Larry will send her a welcome letter and Jeffrey will send her email information concerning HIPAA. Jeffrey communicated training will be coordinated for reviewing Incident reports. He will have Aimee connect with Suzanne, Sarah, or Susan if you would want to help volunteer on the PRC boards.

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

Sarah McGovern asked if anyone had questions on who is covering what. She requests committee members send her an email if there are any concerns.

Suzanne Hessman stated IRs can be reassigned if committee members have barriers or life issues which come up.

CLOSED Categories:

- | | |
|---|--|
| <i>Death/ Suicide- <u>Suzanne</u></i> | <i>Other Abuse/Neglect (1wk)- <u>Sarah</u></i> |
| <i>Emergency Measures- <u>Amanda</u></i> | <i>Physical Abuse - <u>Yolanda</u></i> |
| <i>Human Rights/Neglect (2wk.) <u>Kin</u></i> | <i>Neglect (4wk)- <u>Beth</u></i> |
| <i>Neglect (3wk)- <u>Beth</u></i> | <i>DA/All IRs - <u>Sophie</u></i> |
| <i>PRC only – <u>Suzan Kingsbury</u></i> | <i>None currently- <u>Tonia</u></i> |

For **April IRs**, the Committee members have been loaded in the shared drive **659** incident reports. This included **33** open and **611** closed reports. ATPC had **15** totals with **3** open and **12** closed.

| Type | Open | Closed |
|---------------------------------------|-------------|---------------|
| Accidental Injury | 2 | 116 |
| Consumer Missing | 5 | 24 |
| Deaths | 0 | 11 |
| Emergency Measures | 0 | 1 |
| Human Rights | 0 | 0 |
| Legal | 0 | 63 |
| Medication Errors | 6 | 49 |
| Neglect | 9 | 22 |
| Other Abuse | 7 | 7 |
| Other Behavior | 0 | 205 |
| Other Hospitalization, Unknown injury | 2 | 109 |
| Physical Abuse | 4 | 16 |
| Property Damage | 0 | 0 |
| Suicide | 1 | 0 |
| TOTALS | 36 | 623 |



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The desired IRs will be divided among the members.

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

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC) is being attended to by **Susan Kingsbury** and **Kin Counts**.

Adjournment

Suzanne Hessman adjourned the meeting at 6:19 pm. The next District East IOC meeting will be held on Wednesday August 10, 2022, at 5:00 pm. The meeting will be a virtual meeting should COVID-19 concerns still be in effect.