



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

April 20, 2022 - 10:00 am to 12:00 pm

This meeting took place by electronic means due to concerns about Covid-19. There was not a physical location.

Call to Order

Meeting was called to order by Keith Jansen. The date was April 20, 2022, at 10:02 am. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

Present:

- **Keith Jansen** (District South Committee Vice-chair)(Facilitator)
- **De Freedman** (District West Committee Chairperson)
- **Bob Malloy** (District North Committee Chairperson)
- **Linda Mecham** (District Central Committee Chairperson)
- **Sherry Wilhelmi** (District Central Committee Vice-Chairperson)
- **Bernadine Henderson** (District West Committee Vice-Chairperson)
- **Sarah McGovern** (District East Committee Vice-Chairperson)
- **Don Harrington** (District North Committee member)
- **Eva Hamant** (District Central Committee member)
- **Jeffery Yamamoto** (DDD IOC Liaison)
- **Zane Garcia-Ramadan** (Assistant Director of DDD)
- **Leah Gibbs** (OIFA Administrator)
- **Barb Picone** (OIFA Program Manager)
- **Joan McQuade** (DDD Chief advocate)
- **Larry Allen** (ADOA liaison)
- **Mary DeCarlo** (DDD Behavioral Health Analysis)
- **Jennifer Myler** (District North Program Manager)
- **Delorah Grant** (Quality Improvement Manager for District West)
- **Joseph Jensen** (District South Quality Improvement Supervisor)



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- **Fredreaka Graham** (AHCCCS IOC Manager)
- **Mary Demery** (District West Program Manager)
- **Brian Kociszewski** (DDD Behavioral Health analysis for District East and West)
- **Joseph Tracewell** (District South Quality Improvement Manager)
- **Amy Rose** (District West PRC Chair)
- **Barbara Carty** (District South PRC Chair)
- **Trudy O'Connor** (District East Quality Improvement Manager)
- **Whitney Burdett** (District East PRC Chair)
- **Patricia Sandino** (District Central PRC Chair)
- **Martha Williams-Hayes** (Quality Improvement Supervisor for District West)
- **Andrew Miller** (District South Quality Improvement Supervisor)
- **Staci Rodarmel** (District North Quality Improvement Manager)
- **James Maio** (District Central Quality Improvement Manager)

Health Plan Present:

- **Vera Kramarchuk** (Mercy Care)

Public Attendance:

- **None**

Call to the Public

Keith Jansen: Made a call to the public: There was not public present



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Discussions on district issues, concerns, & trends

De Freedman let the chairs know that DW PRC is working with DW IOC on matters of rights violations in District West. The PRC chair (Amy Rose) has reached out to discuss possible rights violations to the IOC. Many of the issues brought to the IOC chairs attention were issues that the DDD Support Coordinators (SC) should have known or taken care of. This comes to a problem of training the SC on how to be proactive and not reactive to member situations. **De Freedman** is proposing that the IOCs advise DDD on how to come up with procedures to become more proactive.

Bernadine Henderson added that there seems to be a lot of misinformation that is being circulated by the SCs of which they may not be aware is misinformation.

Sherry Wilhelmi commented that SC have always been understaffed and the job was getting done well in the past. The lack of staff will always be a problem, but the excessive amount of new paperwork seems to be an issue and the time training of the new paperwork. DDD has changed forms 3 times in the past 4 years. Another problem of concern is that archival of information seems to only begin in 2015. She cannot find any individual records for an individual prior to 2015.

Brian Kociszewski replied that this issue is being looked at on the amount of time the SC are doing training vs time with members.

Zane Garcia-Ramadan asked if the IOCs could come up with a list of trends (10-15 examples) which have been identified that can be reviewed and sent out to the SC in a proactive approach. It would be helpful to DDD, if IOCs are seeing trends, to hear from the committees on such reporting.

Jeffrey Yamamoto reported trending is not being performed at the IOC/OIFA level.

Linda Mecham provided an example of a trend which is seen often in DC. She talked about members being in excess funds/over financial resource limits and needing a spenddown. She added, DC would like to see a new incident reporting format and where is the form which IOC created and recommended?



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Zane Garcia-Ramadan reported some of the limited capacities, with SCs being understaffed and having more training/paperwork to complete, is expected to improve over the next couple of months and as the period of changes within DDD will come to an end. These changes are AHCCCS mandated (PCSP) and will benefit the members in fostering independence and self-direction. The incident reporting form, which was developed from the workgroup, will be used in the new AHCCCS portal. Transition to AHCCCS portal may occur in early 2023 or late 2022.

Delorah Grant and Joseph Tracewell reported the new form is not currently being utilized in DDD quality currently.

District Updates

Linda Mecham reports DC has concerns about the member's funds/money, lack of services, and loss of members' archived records. Abuse and neglect curriculum is concerning.

Sherry Wilhelmi reports concerns about DDD SCs inability to access member archived records.

Zane Garcia-Ramadan reports DDD is keeping records well beyond 6 years and in many cases required that we store records for up to 99 years. We have millions upon millions of records that are retained and stored. Lost records should not be happening.

Sarah McGovern reported DE has identified a trend where 94% of emergency measures indicate the basketweave is being utilized instead of other measures like making space. A report is being put together to present on a later date.

De Freedman communicated DW has a great relationship of cooperation with PRC.

Donald Harrington communicated the DN committee has identified some concern that group home providers have a higher ratio of incidents than should be.



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Robert Malloy (experiencing technical issues, update received and read by **Jeffrey Yamamoto**) reports DN has identified numerous that providers are calling 911 on behavior issues. They do not review the behavior plan or alternative crisis plans. Police should not be in the 90% call plans being that calling police right away.

Keith Jansen shared that DS is trying to recruit people. Internet service reimbursement from the State would be helpful to the IOC committee members as they are part of the legislative process.

Zane Garcia-Ramadan recommended all the districts together would have more power in proposing changes to legislation than an individual committee member. Legislation could potentially authorize ADOA as administrators to fund reimbursement to IOC committee members.

Mary DeCarlo informed in the past, about 10 years ago, DDD offered a small stipend for qualified behavioral health professionals and others, reserved for psychologist, psychiatrist, pharmacists who were able to participate in the committee. That is something we are in discussions about.

Linda Mecham informed the IOC committee members cannot be paid by DDD as part of the Independent Oversight volunteer program.

Accessibility of the DDD Website for form

Sherry Wilhelmi still cannot log on and get into the drive. **Dominic Valero** has worked with her several times.

De Freedman states she has had several parents contact her who are looking for a copy of the assessment that DDD uses to determine the Attendant Care hours Nursing Care hours. Those forms are difficult to find. They used to be easy to access on the website. The forms should be readily available and easily navigable from the website.



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Zane Garcia-Ramadan asked if a group of committee members would be willing to provide recommendations and meet with IT team to engage and discuss the concerns and issues. Organizing a meeting was requested of **Jeffrey Yamamoto**.

Committee Memberships

This topic was not covered at this meeting

Updates on Abuse & Neglect Training

Zane Garcia-Ramadan had previously given a response to this question from the last quarterly meeting and to the District Central IOC and there has been no changes in the response.

Keith Jansen opened discussion about Article 9 training and about Article 9 posting for open comment. The committee members all wish to have early notification on the posting for public comment. It was asked by the committee that **Jeffrey Yamamoto** inform all the IOC committee members on the posting of Article 9.

DDD Updates: Assistant Director Zane Garcia-Ramadan

Zane Garcia-Ramadan provided an update on DDD initiative that all members receive a Person-Centered Planning Document meeting. Right now, 82% of members have gone through that initial meeting with the PCSP. DDD got approval from CMS and State legislature to provide funding to our qualified vendors to address recruitment and retention issues in the Direct Care Workforce. Vendors will start receiving lump sum payments to use to provide stipends, bonuses, incentives to DCWs. To receive the funding, every QVA must complete an attestation statement stating that 80% of the funding received



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goes directly toward DCW or DCW supervisor compensation. On April 1, DDD had a significant transition in that the Tribal Health fee-for-service program was transferred from DDD (for physical and behavioral health services) to AHCCCS. DDD is currently carrying out operation audits of Mercy Care and United Healthcare. We are working towards the implementation of a new claim's processor, Well Sky. The change will bring DDD into compliance with Federal Coding standards and appropriate CMS billing templates. DDD is aware and plans for training to the DDD vendor community. DDD is monitoring legislative bills as significant to DDD: new process for group home monitoring, new process for licensure of group home including the establishment of a new category of behavioral health group homes, new bill to further clarify the legislative intent behind the use of cameras in group homes, a rate increase separate from ARPA funding for DCW. New bill, which has been passed and signed by the governor into law, is the addition of a 5th qualifying diagnosis, Down's Syndrome.

Linda Mecham reminded the group of the new bill where IOCs will receive policy reviews 30 days prior to updates going out for public comment.

Updates From DDD Staff

There were no updates from DDD Staff.

Roundtable Topics for Next Meeting

All Chairs would like updates on Article 9 training.

De Freedman would like updates from Ad Hoc committee findings on accessibility of the DDD website and whether specific forms and tools are available to the public on the website.

Linda Mecham would like an update on concerns related to Neglect and Abuse member curriculum.

Shery Wilhelmi would like update on Archived records.



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Next Meeting Date/Time/Facilitator Discussion

Jeffrey Yamamoto The next meeting will take place virtually on July 20, 2022, at 10:00 am. The Facilitator will be **Linda Mecham**

Adjournment

The meeting was adjourned at 11:59 am by **Keith Jansen**. The next meeting will take place virtually on July 20, 2022, at 10:00 am. The Facilitator will be **Linda Mecham**