



**Division of Developmental Disabilities (DDD)
District Central Independent Oversight Committee
(IOC) Public Meeting Minutes Summary**

Monday, Aug 22, 2022 – 10:00 AM to 12:00 PM

Call to Order

Meeting called to order by Committee Chairperson, **Linda Mecham**. The date is Aug 22, 2022, at 10:09 AM. **The meeting took place Virtually due to COVID-19.** Physical location when meetings resume in person will be at 4400 N Central Ave, Ste (to be determined) Phoenix, AZ 85012.

Welcome and Introductions

Attendance Virtually:

- **Linda Mecham**
- **Sherry Wilhelmi**
- **Eva Hamant**
- **Eduarda Yates**
- **Chris Garcia**
- **Michael Sanderfer**
- **Marlene Riggs**

Attendance by Phone:

- **Debbie Stapley**

Absent:

- **Mandy Herman**
- **Tina Buettner**
- **Andrea Potosky**
- **Lisa Ehlenberger**
- **Carol McNulty**
- **Carolyn Willmer**

Public in Attendance:

- **Jose Castro Palomino**

Health Plans:

- **Ken Mershon (UnitedHealthcare)**

ADOA:

- **Larry Allen**



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DDD:

- **Leah Gibbs** (DDD OIFA Administrator)
 - **Jeffrey Yamamoto** (DDD IOC Liaison)
 - **Patricia Sandino** (DDD District Central PRC Chairperson)
 - **James Maio** (DDD District Central Quality Improvement Manager)
 - **Joan McQuade** (DDD Chief Advocate)
 - **Michelle Rademacher** (DDD IOC Liaison)
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Call to Public

Linda Mecham asked the public to introduce themselves. **Jose Castro Palomino** introduced himself. He stated that he has been with the AZ state government for 30 years including the HRC. He was interested in the rewrite of Article 9. He wanted to be updated on the possible changes to Article 9. Linda Mecham asked how Jose is doing with the GANE group. He reported that many parents are only interested while they have issues but drop off when their issues are resolved. The program is still serving the community.

DDD/Behavioral Health Homes

Eduarda Yates read an article from the paper concerning a death by another member in a group home. She had wondered if the group home was connected with DDD. **James Maio** informed the IOC that he also read the article and informed the IOC that the group home was not part of the licensed group homes that the Department of Health Services(DHS) license. DHS has numerous group homes and while there are a few dual licensed homes with DDD none of the homes have been in connection with the violent attacks recently.

Linda Mecham and Sheri Wilhelmi stated that the opening and operation of Behavioral Health Group Homes has passed by legislation, when are they going to be ready? Also why can't the 3 individual members in the Arizona State Hospital (ASH) go there when completed. This has been brought up to Senator Nancy Barto. They stated that they deserve active treatment in their level of care. The new laws for behavioral health homes may be a way to service these individuals. The problem is that there is no facility and no staff to man the facility when they eventually come ready. The training for these homes are critical for all members being served there.

Eva Hamant asked about the seclusion and restraint reports for ASH not being sent to the IOC. **Jeffrey Yamamoto and Larry Allen** agree that the IOC for ASH is receiving those reports and that is the IOC responsible for those reports. **Linda Mecham** asked if there was a way to receive the report for the three members from DDD currently in ASH to the DDD IOC. **Larry Allen** agreed he would look into seeing if he could get the report..



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Abuse and Neglect training (Eva)

Eva Hamant stated that the survey about the Abuse and Neglect training was not very comprehensive. It lacked specific responses for the content of the training. She thought it was not going to help with the issues that are wrong with the training. Non Communicative members will find it impossible to answer the questions in the survey and she finds it useless. **Eva Hamant** read some training that was more sensitive to the needs of the members we serve and not the worthless training currently. She said that she would send this information out to the liaison and **Leah Gibbs** and there it will be sent out to the committee. Several members from the committee share the sentiment of changing the training to something more appropriate. **Leah Gibbs** stated that the Division is looking to form another workgroup to re-examine the training with the comments from the public survey. This would include the IOC members. No date has been made on the formation of this workgroup. Some members of this committee raised their hand to be a part of the next workgroup.

Pain Update (Sherry)

Sherry Wilhelmi stated that the Supreme courts overturned the physicians restriction on prescribing pain meds to chronic pain users. New legislation which also protects the doctors and new CDC guidelines surrounding the 90 mg statement for pain meds. She stated that Dr. Dekker was going to send out the word to the state doctors about pain management through AHCCCS.

Article 9 Update (Linda)

Linda Mecham stated that she will send out to Jose Castro Palomino the information on Article 9 rewrite. Leah had gone over most of the information in the call to the public with Jose Castro Palomino and is written up in Leah's comments in the DDD staff updates section of these minutes.

Incident Reports issues- general (IOC)

Linda Mecham asked if there were any general questions or concerns around IRs

Eva Hamant stated that she has seen a trend of Medication Errors being high among agencies. **James Maio, Leah Gibbs and Jeffrey Yamamoto** gave examples of why the numbers for Med Errors are usually high. This level can be high due to the amount of total medications and frequency that are passed through the entire system of members. The change of criteria of all med errors being reported even if there was no effect on the member. Also that if a member refuses their meds it is reported.

DDD Staff updates, Health Plans and ADOA

Ken Mershon (United Healthcare) stated he had no updates from Karen Kramer.



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Larry Allen (ADOA) stated that the IOC.AZ.Gov website is still being worked on and that he will let everyone know when it is fully functional and easily navigable. He will do an in-service tutorial when this happens for the committee. He also said that there is an Annual Report template that Linda can use to make the creation of the annual report easier.

Marlene Riggs stated that the members in the state operated group homes are starting to return back to their day programs and if their old day program was closed they are finding new ones for them to attend. Staffing is still a problem in day programs.

Joan McQuade informed the IOC that the backlog of IR is dwindling and that the redactors are catching the IOCs up on the IRs.

Patricia Sandino stated the PRC volunteer calendar for available PRC meetings is available to volunteer. **Linda Mecham** said she would fill any blank spots left. **Eduarda Yates** asks if the PRC is being fulfilled by all necessary member attendance. Patricia said that all required have been attending.

James Maio stated that he is sorry for the lack of DDD responses for the IOC questions due to his busy department and lack of employees. He gave the names of two Quality Improvement investigative supervisors to the DDD liaison to forward the questions to. **Jeffrey Yamamoto** sent the link to the questions to both supervisors during the meeting. He has a new nursing investigator but lost a programmatic investigator.

Michelle Rademacher stated the District North and District South IOCs are in need of new members. If any Central IOC members know of possible volunteers they can apply at the IOC.AZ.gov site. The DDD volunteer coordinator is working to help find volunteers in many internet volunteer sites and the Linked in website.

Leah Gibbs shared that Article 9 rewrite is still being looked at by the Division. Zane Garcia-Ramadan is going to go over point by point at the District West IOC meeting on Tuesday 8/23/2022 5:30pm, the reasons the Division has made to address the concerns that the IOCs had made during the public response period. The link for the DW IOC meeting was sent to all DC members during this meeting. The Article 9 rewrite is not finalized. It will be brought back for public comment before the final version will be released. **Linda Mecham** asked if the DDD Policy Manual and the Article 9 policy are two separate documents. **Leah Gibbs** stated they are and they now will be easier to navigate due to each section numerically will match each other. The DDD Policy Manual will be more specific as it pertains to the sections in Article 9.

Leah Gibbs reported that Al Nieto's position of the Customer Service Center manager was filled by Angie Venne. She has over 20 years with the Division, most recently in training.

Leah Gibbs provided an update on information on the new billing system and the EVV: Electron Visit Verification: Announcement came out July 11 from AHCCCS. The vendors have until Sept 1st



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to begin sending actual billing codes through the system They will begin to implement the hard claim edits for EVV November 1st.

Linda Mecham mentioned if **Leah Gibbs** had any knowledge on Better MediCare for Arizona. **Leah Gibbs** responded that she has heard of them but doesn't know too much about them. She reported that it's a group that would like to see all long term care under a single MCU including acute, behavioral, and support services. **Sherry Wilhelmi** is concerned that this would have caps for all services and AZ has no caps for now. Arizona has its own waiver and it's a demonstration waiver.

Roundtable Reports from Members

Sherry Wilhelmi had no comment.

Linda Mecham did not have a comment.

Michael Sanderfer had no comment

Chris Garcia had nothing to report.

Eva Hamant stated some of the policies from the 30 day prior notifications. Medical coverage out of state needs to be notified to their Support Coordinator. This is to help if there is medical necessity out of state the medicaid can be covered out of AZ. **Eva Hamant** complained that she had not received her PCSP for her member. She was asked to send that information to Leah Gibbs.

Debbie Stapley none

Eduarda Yates shared information about the lack of funding for public education. Public forum for the Vendor/families and related monies going to the vendors.

Discussion and Review of Incident Reports and Behavioral Plans

For June IRs, the Committee members have been given **668** for June incident reports in the Shared Drive. This included **16** for open and **652** closed reports.

Type	Open	Closed
Accidental Injury	0	138
Consumer missing	0	6
Deaths	0	6
Emergency Measures	0	29
Human Rights	4	8



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Legal	0	1
Medication Errors	1	53
Neglect	4	29
Other Abuse	4	30
Other-Behavior	0	255
Other -Injury unknown	1	84
Physical Abuse	2	8
Property Damage	0	0
Suicide	0	5
TOTALS	16	652

The desired IRs will be divided by the chair and equally distributed amongst the members.

Questions for QIM: Members of the committee will send the incident reports questions to the DDD Liaisons **Jeffrey Yamamoto and Michelle Rademacher** to be forwarded to Quality for responses.

Motioned to Adjourned the Meeting

Sherry Wilhemi motion to adjourn the meeting

Debbie Stapley seconded.

Meeting adjourned at 12:04 PM

The next District Central IOC meeting will be held on September 26, 2022, at
10:00AM