



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, September 21, 2022 – 5:00 pm**

**Call to Order**

Meeting called to order by Committee Chairperson, **Robert (Bob) Malloy**, on September 21, 2022, Time: 5:01 pm. The meeting took place by virtual conference. (These meeting will continue to be virtual during the Public Health Emergency)

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**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**
- **Jody BonDurant-Strong**
- **Don Harrington (by phone)**

Absent:

- **None**

Public in Attendance:

- **None**

Arizona Department of Administration (ADOA):

- **Larry Allen**

Health Plans:

- **None**

DDD Staff and Guests:

- **Katrien Filez (DDD PRC Administrator)**
- **Jen Myler (DDD DN Program Manager)**
- **Staci Rodarmel (DDD DN Quality Improvement Manager)**
- **Joan McQuade (DDD IOC Manager)**
- **Jeffrey Yamamoto (DDD IOC Liaison)**
- **Michelle Rademacher (DDD IOC Liaison)**

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**Call to the Public**

**Bob Malloy:** Made a call to the public. No one from the public was present.

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**Updates from DDD Staff**

**Jen Myler** informed the committee District North is right around 4100 members serving. We are dealing with 14 support coordinator vacancies. DDD has hired 3 support coordinators. DDD did lose two this month which is why we are still at 14 vacancies. Mohave County has the highest number of vacancies which is Kingman, Bullhead, and Lake Havasu.

**Staci Rodarmel** reported that DDD Quality has not lost any staff over the last month. A supervisor over the nurses will be starting Monday October 7th. That's the only change we have.

**Katrien Feliz** stated that PRC District North is experiencing a vacancy, Looking for a new district chair. A couple of interviews are being completed this week, hopefully by the end of this week we will be making a decision so the position will be filled in the near future. DDD is looking to find people with skills, experience with Intellectual Disability people, behavior plans, Article 9, positive behavior supports, and behavioral health. In the meantime District West chair has been covering all the Behavior plans reviews for District North. She will continue until the new DN PRC chair is trained.

**Joan McQuade** informed the committee that the redaction backlog is getting down to under a 1000. Today, we started redacting the reports from the first full week of September.

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**Updates from ADOA**

**Larry Allen** reported he does not have any updates other than the annual report is due November 1st to the state legislature. The report will be filed directly by the chair, like we did last year. I will help craft the cover letter, working with Jeffrey and Michelle, making sure email addresses are correct.

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**Updates from Integrated Health Plans**

No one was present from the healthplans.

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**Updates from DDD IOC Liaison**

**Jeffrey Yamamoto** did not have an update.

**Michelle Rademacher** provided information to inform the committee that a high level overview of the IRs was presented to the other IOC committees this month. The high level overview was not required for the District North committee. The meeting access information is uploaded monthly to the ADOA website. When inviting others to the meeting, please let them know you have to search for the specific meeting district and click on the meeting link for the google meeting information to populate. Please think about any of your professional or community connections and invite someone to volunteer with the IOC.

DDD's Volunteer Coordinator, has communicated that Volunteer Recruitment efforts are in place, she is actively looking by attending Job fairs (with DES HR hiring team), conferences with community outreach, and posting volunteer opportunities on volunteer websites to continue efforts to recruit volunteers. VolunteerMatch site is connected to LinkedIn and posts opportunities on the LinkedIn Volunteer Marketplace. The Volunteer coordinator attended Blue Cross Blue Shield Arizona Tribal Summit in efforts for recruiting.



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You will find that we added a folder to your shared drive. The resources folder contains digital copies of DDD Volunteer pamphlets. We can also provide you with paper copies through the mail. You can also see that the DDD Liaisons have added the tag line to our email signatures “We need Volunteers” and have a link to the ADOA website in the tag line.

The Office of Individual and Family Affairs (OIFA) continues to host town hall meetings for members, families and providers. The next town hall meeting will be held on DDD Thursday, October 6, 2022 6:00pm to 8:00pm

**Follow Up for IOC Liaison:** Send the DDD Town Hall link to the committee. Article 9 update on the status.

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**Discussion, Review on Committee Membership**

**Committee members decided to go into executive session at 5:25pm to discuss the new district north IOC applicant.**

**Bob Malloy** asked for a motion to go to executive session.

- **Sandy Malloy** motioned to go into executive session to discuss an IOC candidate.
- **Jody BonDurant-Strong** seconded the motion.
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**

**Committee members came out of executive session at 5:31pm.**

After returning from the executive session the committee voted on accepting the new IOC applicant.

- **Sandy Malloy** motioned to accept Christina Ostendorf as a DN IOC member.
- **Jody BonDurant-Strong** seconded the motion.
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**

**Don Harrington** left the meeting early, prior to the executive session. He was asked by Bob, prior to leaving the meeting, to provide his input on the DN IOC applicant. Don stated that he was in acceptance of this candidate.

Bob stated that he would make contact with the DN IOC applicant. He will work with the applicant. Michelle will reach out to the applicant as well to provide assistance in accessing the IOC meeting.

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**Discussion and Review of Incident Reports and Behavior Plans**

**Bob Malloy** stated the details reported in there are a few Human Rights IRs he stated the DDD team details are very good. He stated there are very few comments required on the Incident Reports. QI and others have already caught the issues.

**Bob Malloy** stated that DDD being timely in the redactions process and sending more current Incident Reports to the IOCs is helpful. He said if an incident is six months old, follow-up is difficult.



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**Jody BonDurant-Strong** had no questions about reports.

**Assignments made at a 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 June 2022 reports The June incident reports include **25** open and **286** closed reports. This is a total of **311** incident reports presented to the committee for review.

<b>Incident Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injuries	2	52
Client Missing	0	0
Deaths	0	0
Emergency Measures	0	1
Human Rights	1	4
Legal	1	0
Medication Errors	8	35
Neglect	9	19
Other Abuse	3	6
Other – Behavior	0	73
Other – Unkn Injury; hospital;	0	90
Physical Abuse	1	3
Property Damage	0	2
Suicide	0	1
<b>Totals</b>	<b>25</b>	<b>286</b>

The committee has been loaded the July 2022 reports The July incident reports include **24** open and **236** closed reports. This is a total of **260** incident reports presented to the committee for review.

<b>Incident Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injuries	1	41
Client Missing	0	0
Deaths	1	0
Emergency Measures	0	2
Human Rights	1	3
Legal	0	1
Medication Errors	7	33
Neglect	11	23
Other Abuse	2	4
Other – Behavior	0	82
Other – Unkn Injury; hospital;	0	44
Physical Abuse	1	2
Property Damage	0	1
Suicide	0	0
<b>Totals</b>	<b>24</b>	<b>236</b>



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

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**Adjournment**

**Bob Malloy asked for a motion for adjournment of the meeting at 6:35 pm.**

- **Sandy Malloy motioned to adjourn the meeting**
- **Jody BonDurant-Strong seconded the motion to adjourn the meeting**
- **All 3 members present voted “Aye” to Adjourn the meeting, No “Nays”**

The next meeting is set for Wednesday, October 19, 2022, at 5:00 pm.