



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, September 27, 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 **De Freedman**. The date was September 27th, 2022, at 5:30 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**
- **Shelly Vinsant**
- **Pat Thundercloud** (by phone)

Absent:

- **Julie Heineking**

Public in Attendance:

- **Zaydyn Swanson**

Arizona Department of Administration (ADOA):

- **Larry Allen**
- **Fredreaka Graham**

Healthcare Plan Liaison

- **Summer Kamal** (Mercy Care)
- **Adriana Molina** (United HealthCare) (by phone)

DDD staff and Guests:

- **Barb Picone** (DDD Office of Individual & Family Affairs Manager)
- **Jeffrey Yamamoto** (DDD IOC Liaison - DC & DE)
- **Michelle Rademacher** (DDD IOC Liaison - DW, DS, DN)
- **Joan McQuade** (DDD OIFA Manager - support IOC Liaisons)
- **Katrine Feliz** (DDD Behavioral Analyst & PRC Administrator)



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The Committee, DDD staff and guest, ADOA introduced themselves.

The IOC make up in attendance: **De Freedman** is a former Lawyer and a Chief Compliance Officer, **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 Autism Society of Greater Phoenix. **Brad Doyle** is a Parent and Advocate; **Heidi Miller** is a Parent and Advocate. **Shelly Vinsant** is a Parent and Advocate. All these members have/had children who have/had services with DDD.

Call to Public

Bernadine Henderson asked the person present to introduce themself.

Zaydyn Swanson introduced herself as a District West IOC candidate. She stated that she does advocacy, through her own organization that serves individuals with disabilities throughout the USA. The organization is called Arizona Family Solutions.

Action Plan for How the DDD IOCs (especially District West)
Can Assist with Recruiting New IOC Members

Barb Picone began her presentation with prefacing the earlier action in September where DDD provided District West IOC, per their request, information about DDD's volunteer recruitment efforts and how the IOC could assist. Barb shared her screen during the meeting displaying a document titled "Volunteer Recruitment Highlights". Barb stated she took a few points from the information provided to the IOC to review and go over with the IOC during the meeting. Barb stated this information is about recruitment efforts and how everyone can work together. The committee received a copy of the DDD information describing the actions a few weeks ago. Barb stated the DDD volunteer position is a new position in DDD as of February 2022. Liz Perez is the DDD volunteer coordinator. Liz spent 24 years as a DDD support coordinator. Historically, IOC members and the Liaisons have helped with recruitment efforts. Barb says it was a good fit to add a volunteer coordinator to OIFA. All materials discussed today can be obtained. If the members do not have a copy of them, please go through Michelle Rademacher. A postcard was created referencing the opportunities to volunteer within DDD, with updates to the current times (technology), including a QR code. The postcard is currently being shared internally in DDD. Liz also reached out to former volunteers to see if anyone is interested in returning. A list of other individuals who had expressed interest in the past was reached out to as a



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follow-up.

Community engagement is a big part of OIFA. Almost daily, including weekends, the DDD community outreach team attends conferences, fairs, festivals like Sharing Walk, Best Buddies Walk, Down Syndrome Network Buddy Walk, AZ Alzheimer's walk and distributes the volunteer information. The volunteer pamphlets and post cards are at the DDD tables and handed out to individuals in the community. Social media (DDD facebook's page) and the internet (newsletters) is used for volunteer recruitment. Newsletters externally and internally with members and families are shared about volunteer opportunities. Provider newsletters also have volunteer needed information. DDD joined VolunteerMatch, and LinkedIn for recruiting volunteers. Retention is a part of the DDD volunteer coordinator's role. A volunteer appreciation event was held in April 2022 to thank our volunteers and recognize their achievements. Another Volunteer Appreciation event is planned for the future April 2023 as an in person event. Volunteer member spotlight is included in the bi-weekly newsletter distributed to all DDD staff. Barb provided some helpful recruitment tips for IOC members, some of these will mirror what DDD is doing. 1. Re-engage former volunteers. 2. Providing in person recruitment at community events. 3. Recruiting over social media, like LinkedIn. 4. Hand out the volunteer postcards. 5. Invite a coworker, neighbor, or friend - Network/Word of Mouth. 5. Consider placing volunteer opportunities on email signatures. 6. Drop off IOC volunteer postcards/pamphlets at your church or community center.

Barb Picone reiterated that DDD wants to work together with the IOC members in recruitment. The DDD document which outlines the work and how recruitment has been going, is a fluid document where IOC suggestions can be input. Barb stated DDD wants the IOCs input on recruitment.

Barb Picone shared that in February a Volunteerism event is being organized. DDD partnered with Ability 360 to host the event in February 2023. The event goal is to have a place for individuals who are interested in volunteering to come and meet the many organizations available.

Michelle Rademacher added the DDD liaisons have uploaded digital copies of the resources to the IOC shared drive. We can also mail hard copies to the members.

Bernadine Henderson asked for hard copies of the postcards. Bernadine asked in chat approximately when is the ability 360 event being planned for? Barb added the event will have a flier for IOC members which will be added to the resource folder. The event is planned for Saturday, February 23, 2022 at Ability 360. A flier will be added to the IOC shared drive resource folder for digital access.



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De Freedman wrote in chat We desperately need more members with the statutory expertise requirements. I am excited that Zaiden is considering joining us. How do we get more Zaidens interested in volunteering for the DDD District West IOC? Has anyone reached out to Sun City, Churches, Municipal Governments, Community Colleges? Any other suggestions?

Barb Picone stated on her team we supervise social work interns and there was a big event for social work programs at ASU. Liz Perez attended the event in efforts to recruit professionals. Barb added if a member is connected in a special way to tap into that expertise would be helpful in directing recruitment.

DDD Staff Updates

Barb Picone (DDD Office of Individual & Family Affairs Manager) presented earlier in the meeting and did not provide anything additional.

Joan McQuade (DDD OIFA Manager - support IOC Liaisons) shared that the backlog on IR redactions has been whittled down. The redactions are only a week behind. We did lose one of our contractors for redactions. Interviews are scheduled this week for the contractor redactor replacement. Prior to hiring the contractors, DDD's backlog of IRs for redaction was at 4,000 and is now at about 1,000. **Bernadine Henderson** asked about the 24 hour requirement of DDD on death notification to the IOC. **Joan McQuade** provided information that research was done per the AHCCCS and DDD policy on death notifications. The requirement of 24 hour notification to IOCs was not identified. A memo from 2016 about sending out death notifications was found. It is believed the IOC districts were asked about how they would like to receive the death notifications. District West requested to receive them at the end of the month. Joan also added that death notifications would not be within 24 hours of the death due to the notification being received by DDD and entered into the system. Joan said if that is something you would like to change to within 24 hours of DDD entering them, then we can send the request to Delorah. **Cynthia Macluskie** stated she would like to change the notification requirement.

- **De Freedman made a motion to vote to change the death notification from once a month to within 24 hours of when it is entered into the system and also a monthly compilation so we get it both ways.**
- **Brad Doyle seconded the motion.**
- **All the members present (see Welcome and Introductions for attending members) voted "aye" and there were no "nay" votes**

Motion carried The District West IOC will receive DDD Death notifications within 24 hours of entry into the system and a monthly death report.



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Joan McQuade stated she would notify Delorah of the change in the death notification to District West IOC.

ADOA Update

Larry Allen stated the annual report is due November 1st. If you need help formatting, organizing, please reach out to me, Jeffrey or Michelle.

De Freedman asked in chat “We need our stats. How many Behavior Plans, how many incidents open and closed? Thanks.”

Fredreaka Graham had no update.

Cynthia Macslukie asked if AHCCCS is considering looking at the lack of providers for the developmental disabled who take the dual medicare plans. Cynthia stated she is seeing a lot of big providers that take the AHCCCS plan but do not take the dual plans. She said one of them is Phoenix Children's hospital which has an autism clinic and a down's syndrome clinic that treat adults. Fredreaka stated she would take that request back to AHCCCS leadership to determine who the subject matter expert is who could answer that. Cynthia also thanked AHCCCS for the hard work in looking at the difficulty of care income and changing their policy from considering it care income for people looking to apply for AHCCCS medical. This is going to be a huge difference to the community. Fredreaka requested an email with the specific written verbiage on the request so she can send it forward. It was agreed Cynthia would send her request in writing to Michelle who would forward it to Fredreaka.

Health Plans (HP) updates

Summer Kamal (From Mercy Care) reported she has been seeing more questions in regards to therapy such as speech, occupational therapy and physical therapy. Summer stated that herself and Janet Holtz as well as DDD can provide information.

Adriana Molina (United Health Care) (by phone) did not have any updates.

Cynthia Macluskie asked both healthcare providers about therapy services. Cynthia wanted to know about feeding therapy as to whether it is supposed to come from DDD or the health plan. Cynthia asked if the healthplans have an opinion or if there is a policy around that. Summer stated she would be happy to look into that. Summer added that she understands since speech is provided through DDD that feeding therapy would go through the Speech-Language Pathologist too, but there have been questions. Habilitative and rehabilitative differences are present which is what Adriana Molina added and she stated she would look into it.



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Cynthia Macluskie asked what the healthplans has been doing for teen and adult behavioral health services that are non ABA, like counseling and therapies EMDR, CBT, ACT... expanding the network capacity around that with experienced providers for individuals who have autism or developmental disabilities. Adriana stated if the specific questions are submitted to her via email, it would be helpful. Cynthia will direct the question to Dawn McReynolds. De Freedman wrote via chat, “It used to be Habilitative v. Rehabilitative. The problem is that the PCH Intense Feeding Program is not in-network for the DDD QVA.” Cynthia stated the habilitative and rehabilitative terms causes the families to experience barriers in services. Summer stated if a referral is sent to Mercy Care and it is not a covered service, Mercy Care sends the referral to DDD without involving the family in any extra steps to perform for acquiring the needed service. Summer added about behavioral health services for adults, one thing that is explained and educated is that there are several different types of counseling modalities as well as various therapies like art therapy, equine therapy, sand therapy. We look at centering on the individual and what are their specific needs. For example we did some provider training to help individuals to help provide a trauma informed approach for the IDD population. Cynthia added that more therapies are needed for adults who have developmental disabilities, there are a lot of therapies for children.

DDD IOC Liaison Updates

Jeffrey Yamamoto (DDD IOC Liaison) no update was provided.

Michelle Rademacher shared The meeting access information is uploaded monthly to the ADOA website. When looking to find the agenda or inviting others to the meeting, first find the DDD meetings page, then you have to find the “Region” from the dropdown for the district, hit search, find the month you want. The meeting link for the google meeting is ready to go. The call in information is listed. The agenda can be downloaded.

<https://ioc.az.gov/meetings/ddd-independent-oversight-committees>

Michelle Rademacher provided information that 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. The schedule and agenda can be found at <https://des.az.gov/services/disabilities/developmental-disabilities/town-hall-meetings>.

Michelle Rademacher provided an overview of reviewing Incident Reports, IRs, for the committee as follows:

The IRs are loaded to you on a weekly basis (Sun - Sat) and are grouped in one of 14 types. Each Incident is triaged by DDD Quality and can fit multiple types, but assigned only one. DDD does not



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change or edit the initial description from the reporting source, so if there are errors, misspellings or all caps, that is how the report comes in. DDD only redacts the Personally Identifiable Information (PII) for the member, member's family and the non-DDD staff. Open Incident reports may not have any information other than the initial description of the incident.

- The IOC members have been legislatively charged to protect the vulnerable population of DDD by "reviewing incidents of Possible Abuse, Neglect or denial of Client Rights".

- In reviewing Incident Reports you can think about the following: "Did the Agency or DDD, do the right things to prevent or respond to the possible Abuse, Neglect or Rights violations" All reviews can be read through this lens as a basis for your comment or questions.

- In the case of Accidental Injury, did the agency do what is required in their response to the incident and in preventing the injury from occurring in the first place? There are times accidents happen even with preventative measures in place.

- In the case of Abuse or Neglect, did the agency take the necessary actions expected to prevent the possibility of this type of incident from occurring in the first place and did their action taken in responding meet what they are required to do?

Note regarding Substantiated vs. Unsubstantiated: Incidents are looked at and investigated based on whether or not the agency/vendor/provider was at fault or negligent regarding the incident.

-In both these cases, if after reading the incident, if the answer is that the agency did what they were supposed to do then the only comment would be a No Comment or No Concern (N/C) on the IR and you would continue to the next incident.

-If you believe that a prevention not mentioned in the IR or an answer to a question you have is needed to make the determination if the response is still a violation, then write those questions or comments in the comment section on the IR.

Discussion, Review, and Possible Action on Committee Membership

Bernadine Henderson asked to hear a little more about Zaydyn.

Zaydyn Swanson stated she has been working in the field with DDD for about 14 years. Zaydyn will be starting GCU in the criminal justice program. Zaydyn stated her organization is serving 50 individuals who do not receive behavioral health services or DDD services. Zaydyn worked as a behavior specialist and as a service coordinator, working with children for about six years. She stated she has performed administrative work for a licensing agency working with developmental homes for around for two years. She started her organization around 2020. It is made up of volunteers that also



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have disabilities. The organization is aimed at serving the disabilities community helping with social skills and independence.

Brad Doyle stated that Zaydyn's information sounds wonderful. Brad asked if Zaydyn had any questions for the committee. Zaydyn is invested in making sure members get what they need.

Bernadine explained the committee has meetings once a month, looking at Incident Reports and Behavior Plans through PRC (especially if a rights violation is involved). Bernadine asked if that was something Zaydyn had time to do. Zaydyn stated she did have the time. **De Freedman** asked if Zaydyn had any friends who might be interested. De asked how Zaydyn got referred to the IOC? Zaydyn stated the word was out and she wanted to check it out.

- **De Freedman motioned to accept Zaydyn Swanson to be the 8th member of DDD District West IOC.**
- **Brad Doyle seconded the motion.**
- **All the members present (see Welcome and Introductions for attending members) voted "aye" and there were no "nay" votes**

Motion passed. Zaydyn Swanson is an official member of District West IOC.

- **De Freedman motioned to resign Julie since she has not participated in two years and the committee now has Zaydyn.**
- **Brad Doyle seconded the motion.**
- **All the members present (see Welcome and Introductions for attending members) voted "aye" and there were no "nay" votes**

Motion passed. Julie Heineking has been retired as a District West IOC member.

Committee members voted to go into executive session at 6:46pm
Executive Session: Discuss Specific Details of Death Incident Report

Bernadine Henderson asked for a motion to go to executive session.

- **Cynthia Macluskie** motioned to go into executive session to discuss details of a member specific death incident report.
- **Brad Doyle** seconded the motion.
- **All the members present (see Welcome and Introductions for attending members) voted "aye" and there were no "nay" votes**

Bernadine Henderson adjourned the Executive session and the public meeting at 7:17pm on September 27, 2022.



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In the agenda (section during the open meeting) under “DDD IOC Liaison Updates”, Bernadine Henderson made the following actions:

- **Bernadine Henderson motioned that all open and closed incident reports through the end of July to be archived.**
- **De Freedman seconded the motion.**
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**

Motion Carried.

Michelle Rademacher will move the incident reports to archive.

For all of **June** IRs, the Committee members have been given **768** for June incident reports in the Shared Drive. This included **51** open and **717** for closed reports.

Type	Open	Closed
Accidental Injury	2	87
Consumer missing	1	9
Deaths	2	2
Emergency Measures	0	8
Human Rights	4	10
Legal	1	3
Medication Errors	5	30
Neglect	21	42
Other Abuse	5	9
Other-Behavior	0	323
Other -Injury unknown	1	172
Physical Abuse	9	14
Property Damage	0	7
Suicide	0	1
TOTALS	51	717

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.



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Adjournment

Bernadine Henderson adjourned the Executive session and the public meeting at 7:17pm on September 27, 2022.

The next District West IOC meeting will be held on Tuesday October 25th , 2022, at 5:30 pm. This will be a virtual meeting.