



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, October 19, 2022 – 5:00 pm**

Call to Order

Meeting called to order by Committee Chairperson, **Robert (Bob) Malloy**, on October 19, 2022, Time: 5:07 pm. The meeting took place by virtual conference. (These meeting will continue to be virtual during the Public Health Emergency)

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**
- **Don Harrington** (by phone)
- **Christina Ostendorf**

Absent:

- **Jody BonDurant-Strong**

Public in Attendance:

- **Lionel Delgado** (by phone)

Arizona Department of Administration (ADOA):

- **Larry Allen**

Health Plans:

- **Adriana Molina** (United HealthCare) Member Advocate (by phone)

DDD Staff and Guests:

- **Leah Gibbs** (DDD IOC Administrator)
 - **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.

A person by the name of **Lionel Delgado**, ADA compliance advocate, answered the call to the public. He stated he has concerns off and on with the monitoring unit for group home and ADH (Adult Developmental Homes) homes. Has there been any change or amendments? Wondering if public policy has anything on that. **Don Harrington** responded that in March 2023 it will take effect. The monitoring will begin to inspect the facility and PCSP (Person Centered Service Plan) to ensure the providers are in compliance with



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the PCSP. They are inspecting to find if the homes are clear and free of debris, there is a fire extinguisher in good working order and talk to residents to make sure they feel safe. If any concerns are found, then an investigation will be triggered. Don said they are doing all the homes now as training for the workers and the facility. Don said three of his homes have gone through that so far and it has been a very good program so far.

Update from Quarterly IOC Meeting

Bob Malloy stated he was unable to attend the quarterly statewide IOC meeting today. **Michelle Rademacher** provided an update on Article 9 that was provided during the DDD IOC Statewide Meeting. **Zane Garcia Ramadan** stated that last week DDD submitted a packet to the Governor's Regulatory Review Council (GRRC). GRRC has 120 days to review the packet. They will hold a review session, study session and council meeting. It is up to the council as to when they will approve. We do not know when Article 9 will rise to their agenda. As that progresses, if they approve the rule change, it would be filed with the Secretary of State.

Leah Gibbs added that Zane will send out to all of the IOC chairs the information that DDD received during the public comments period and DDD's responses to the comments so that the committee will know exactly what was sent forward to the governor's office for final review and hopefully Article 9 implementation. Leah provided information that a conversation was provided from **Jon Meyers** with the Arizona Developmental Disabilities Planning Council talking about work that the council did on getting information regarding the Crisis systems in Arizona. Michelle will be able to send out the links and information that Jon Meyers shared. There was a brief conversation on the PCSP planning process and asking for considerations in the modifications of the forms. Zane reported that AHCCCS is planning an open comment period early next year, asking people how the Person Centered Planning process has been received and if there are any recommendations of changes to the forms. That will allow the IOC to give recommendations about the forms. During the conversation today there was a concern that the current documents do not have one location that captures for the members what works for them and does not work for them. That is a known recommendation for changes to the PCSP in the future.

Leah stated an email was sent out letting the IOC know that on November the 7th DDD is inviting IOC members to join us in reviewing the survey results received regarding the abuse and neglect training that was received by members last year and make determinations about any potential changes in the near future. IOC can respond back to Nelo, her admin., or Leah herself to make sure you are invited to the meeting on November 7. Regarding the American Rescue Plan Act, ARPA, funding the Division continues to plan bringing together a workgroup to expand the opportunities for positive behavioral support training not only for direct care workers but also for family members who care for a member who has challenging behaviors. The workgroup is just barely getting started. The plan is to make the training available on a statewide basis. The other update is just making sure the IOCs all receive the DDD email notifications on policies that come out almost every month. The additional 30 day review period for the IOCs and the Division is sending those out continuously.



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Updates from DDD Staff

Leah Gibbs provided her update during the section “Update from Quarterly IOC Meeting”.

Staci Rodarmel reported that QI remains fully staffed and that they don’t have any new updates.

Joan McQuade informed the committee she did not have an update.

Updates from ADOA

Larry Allen reported that the annual report is due November first. If help is needed on formatting or cover page, etc. please reach out to him or Michelle.

Updates from AHCCCS IOC Liaison

Fredreaka Graham had to leave for another meeting. Michelle Rademacher provided Fredreaka’s update as follows: The AHCCCS 988 Program Director CJ Loiselle and her team have agreed to come to each IOC meeting to do a short presentation on the initiative currently serving our members. The training on 988 that we will be presenting next month. Please let me know if there are any questions or concerns.

Updates from Integrated Health Plans

Adriana Molina (United HealthCare) did not have any updates.

Updates from DDD IOC Liaison

Jeffrey Yamamoto did not provide an update.

Michelle Rademacher provided information to inform the committee that Redactors are currently working on incident redactions for Sept 25 - Oct 1. We hope to have the Incident Reports out for review by Thursday or Friday this week. I do have Christina online with her access to review IRs. We liaisons have a new shared email account. You have been receiving emails from that account which is dddiocs@azdes.gov. Please add this email to your contacts or check your spam for the messages if you find you are not receiving correspondence from us. We are using this email as the primary correspondence moving forward as a centralized location for everyone from the Liaisons. If anyone is out or any positions change the account will remain fluid and active through any unit changes. The IOC resources folder contains digital copies of DDD Volunteer pamphlets to use for recruitment. We can also provide you with paper copies through the mail for recruitment for any occasions coming up. Does anyone want some copies mailed to them?

Bob Malloy stated he did not require digital copies. He commented that as compared to a year ago the Division's turnaround and responsibility on incident report timing is phenomenal. The response from DDD staff on incident reports is extraordinary.



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Follow Up for IOC Liaison: Send out links and documents related to Jon Meyers' presentation and the Arizona Developmental Disabilities Planning Council report. Send Don paper copies of the IOC pamphlets.

Discussion, Review on Committee Membership

Bob Malloy asked if there were any new potential members. There were no current candidates. Bob asked for an email with written input from the committee on the annual report.

Discussion and Review of Incident Reports and Behavior Plans

Bob Malloy stated the incident review process has been very intense. He stated that rarely he finds a Human Rights Violation that has not been totally vetted by DDD earlier and already been answered by DDD.

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 August 2022 reports The June incident reports include **20** open and **335** closed reports. This is a total of **355** incident reports presented to the committee for review.

Incident Type	Open	Closed
Accidental Injuries	4	61
Client Missing	0	1
Deaths	0	4
Emergency Measures	0	10
Human Rights	0	5
Legal	1	2
Medication Errors	2	59
Neglect	9	24
Other Abuse	0	7
Other – Behavior	0	83
Other – Unkn Injury; hospital;	0	73
Physical Abuse	3	3
Property Damage	1	3
Suicide	0	0
Totals	20	335

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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Comments from District North Chair

Bob Malloy asked for a private moment with his committee at 5:33 pm. The meeting guests were excused for an executive session. The committee adjourned the meeting through the executive session and did not return to the public meeting.

The next meeting is set for Wednesday, November 16, 2022, at 5:00 pm.