



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, Nov 9th, 2022 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually due to the Public Health Emergency.

Meeting called to order by Committee Chair, **Suzanne Hessman**. The date was Nov 9th, 2022, at 5:02 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

Attendance in Person: **None This meeting was virtual due to Public Health Emergency.**

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Kin Counts**
- **Sarah McGovern (Vice-chair)**
- **Teresa Brooks**
- **Elizabeth Bird (by phone)**

Absent:

- **Yolanda Huynh**
- **Tonia Schultz (non-voting member)**
- **Aimee Griffith-Johnson**
- **Susan Kingsbury**

Public in Attendance: **None**

Arizona Department of Administration (ADOA): **Larry Allen**

Arizona Health Care Cost Containment System (AHCCCS): **C.J. Loiselle, Anne Ngamsombat**

Healthcare Plan Liaison: **Adriana Molina** (United HealthCare) **Vera Kramarchuk** (Mercy Care)

DDD staff and guests: **Trudy O'Connor** (District East Quality manager), **James Maio** (District Central Quality Manager), **Jeffrey Yamamoto** (IOC Liaison), **Joan McQuade** (OIFA Supervisor) **Michelle Rademacher** (IOC Liaison) **Leah Gibbs** (OIFA Bureau Chief)

The Committee, DDD, ADOA, AHCCCS Employees introduced themselves.

Call to Public



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Suzanne Hessman: Called for the public to announce themselves.

None was present.

DDD Policy and/or Legislative Issues

Suzanne Hessman asked if the committee had any updates or questions on the policy updates received.

Leah Gibbs commented on the HB 2113 where Down's Syndrome was added as a new qualified diagnosis. The committee should be receiving all 30-day prior policy changes now.

Presentation from AHCCCS 988 program

The following notes were delivered during the powerpoint presentation which is included below this section of notes.

CJ Loisel informed the committee about the Arizona Crisis System and 988. The RBHA in the North changes on October 1st to Care1st. The transition in the North went off without a hitch even at the 12am hour on a Saturday. In the South, Pinal Co. moved into Central. Mercy Care transitioned to Pinal Co. without any issues. (slide 2)

For eligible AHCCCS members the RBHA covers the individual for 24 hours. RBHA is responsible for coordinating the handover. The RBHA system was asked to cover the person for up to 72 hours for individuals that are not covered under AHCCCS. (slide 3)

The new statewide number was created on October 1. This way there is one number across the state. As of November 1st the statewide system has 24 hour texting access. 1-844-534-HOPE There is a plan to include online chat in January. All RBHA crisis numbers will still remain and all will report to Solari. (slide 4)

A historical overview of the Arizona Crisis system was provided to include all the big events and changes. There has been a crisis call system in place since 1970 in Arizona. (slide 5)

Arizona's Crisis Care Continuum is developed to help draw in all the resources to one place and best serve our citizens. This single hub style network works to minimize the decrease in jail and emergency rooms. (slide 6)

In July 16, 2022, 988 was integrated into the National Suicide Lifeline network. Currently there are over 200 providers enrolled in the national network. The Arizona model and SAMHSA best practices are working to train their providers to respond to all types of crisis situations to reduce individuals going to hospitalization and police involvement. Callers can select to transfer into the



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veterans system, Spanish speaking system and LGBTQ. The 988 system is answered by a computerized system which is different from the Arizona system. (slide 7)

SAMHSA is responsible for the 988 contract. AHCCCs contracts with the RBHAs. In Arizona Solari and LaFrontera are the contractors. The local crisis calls all go into one system. If the individual is not able to be stabilized over the phone then the provider can dispatch other resources to include 211 for those that need that type of assistance. (slide 8-9)

Arizona has not started marketing 988 yet. The 988 system routes callers based on the area code of their phone number. The lifeline network patterns are working on protocols to help transfer callers to a local center in their area.(slide 10)

Arizona receives about 40 thousand calls a month through the state crisis call centers. As long as the Arizona crisis lines are being used by the residents it will remain in place.(slide 11)

Callers using 988 can expect to be connected to an interactive voice response answering service that will provide options for transferring. (slide 12)

988 will never replace 911; it is an option available to individuals. The 988 is another tool in emergencies. The goals are to be what is the least restrictive and least invasive system to keep residents safe. Public Safety Answering Points will be specific to each region (slide 13-14)

ADHS will help marketing 988 into the suicide prevention action within Arizona. A marketing firm has been selected. The public marketing should begin in early 2023. An evaluation period will occur in June of 2023 to determine effectiveness. (slide 15-16)

Resources page was presented to the committee with links. (slide 17-End of Powerpoint presentation)

Question: When an individual calls in, how many steps does a person have to go through before reaching a real person? Answer: 988 is answered with a robot. SAMHSA is evaluating where an individual drops off. In Arizona per the local lines, the call is answered within 18 seconds, therefore Arizona is asking for a solution to the robot prompts.

Question: There are holes when related to IDD people. Answer: The local system in Arizona is working to better serve IDD individuals. One of the main rules is the hands off and voluntary system. There are several workgroups and advocacy groups working on involuntary pick-ups and transports, which is not our crisis team.


The PowerPoint presentation is displayed below:



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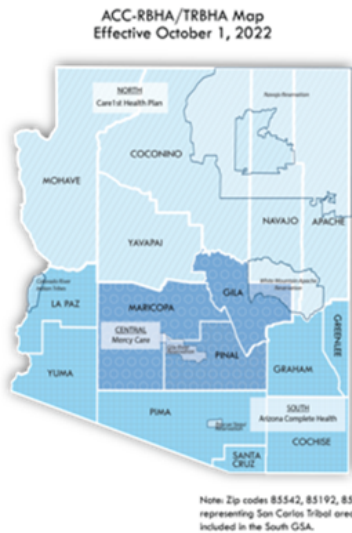
Arizona Crisis System and 988 Updates

CJ Loiselle
 Deputy Assistant Director,
 Division of Grants Administration, AHCCCS



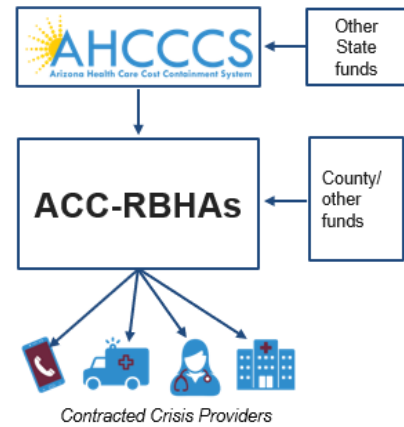
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AHCCCS Crisis System Responsibility



RBHA Contractors:

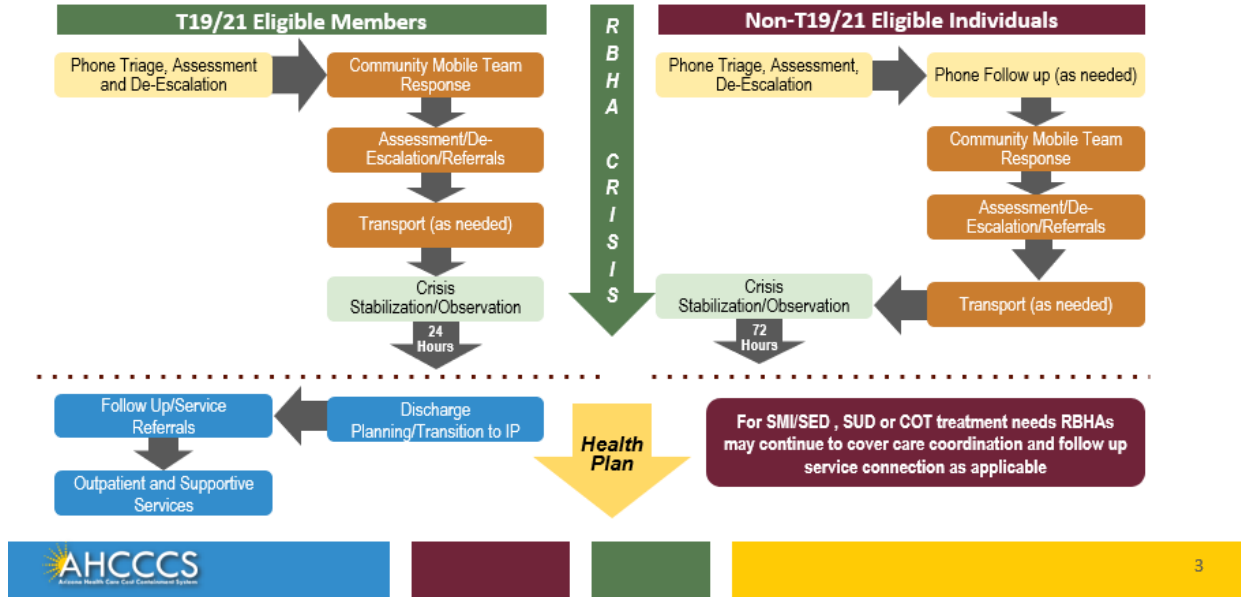
- North (Care1st)
- Central (Mercy Care)
- South (Arizona Complete Health)





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AZ RBHA Crisis Coverage vs. Health Plan of Enrollment



Arizona Crisis Hotlines

STATEWIDE: **Call 1-844-534-HOPE (4673), or TEXT 4HOPE (44673)C**

Maricopa, Pinal, Gila Counties

Mercy Care: **1-800-631-1314 or 602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties

Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties

Care1st: **1-877-756-4090**

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Especially for Teens

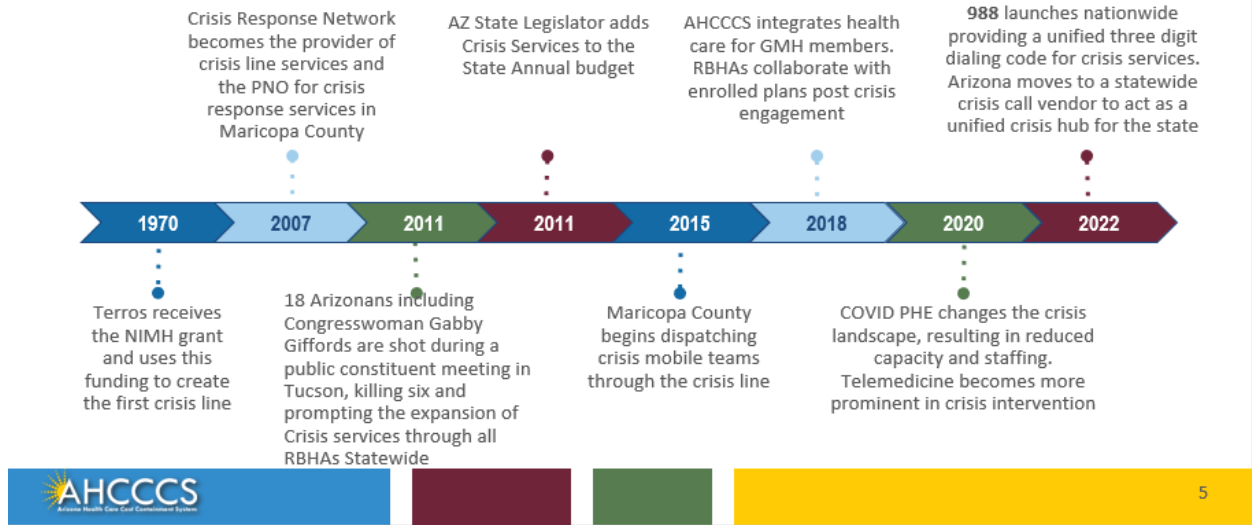
Teen Lifeline phone or text: **602-248-TEEN (8336)**



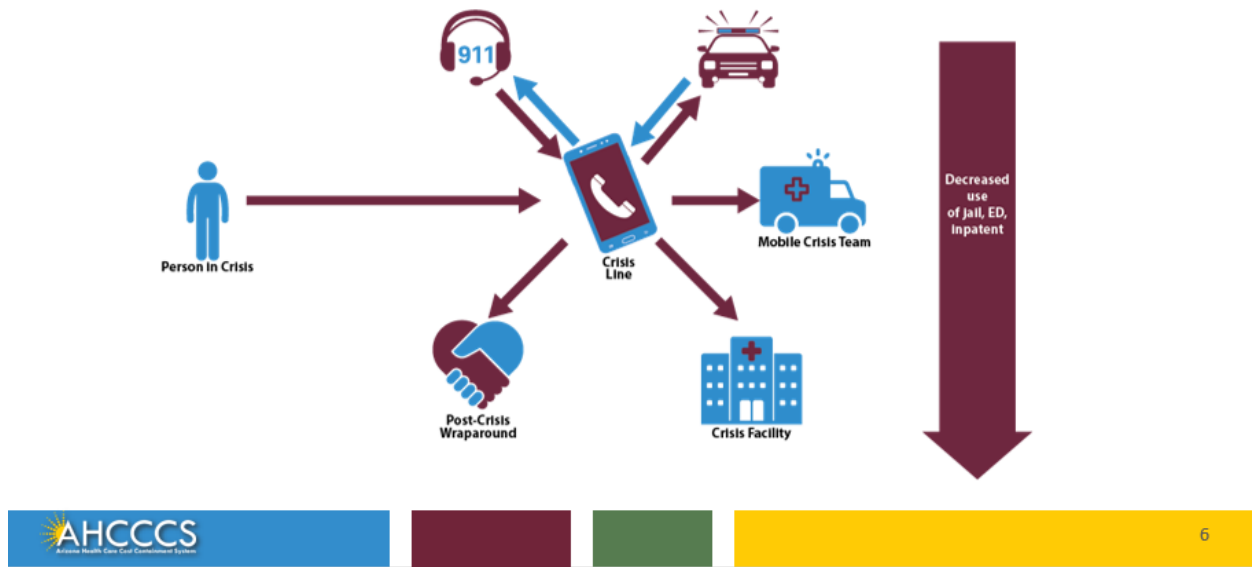


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Az Crisis System History



Arizona's Crisis Care Continuum





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What is 988?



2005
• The National Suicide Prevention Lifeline launched with the number **1-800-273-8255 (TALK)**



2013
• Lifeline adds chat service, available at www.suicidepreventionlifeline.org

2020

• The National Suicide Hotline Designation Act of 2020 is signed into law. It requires the FCC to designate 988 as the universal number for a national suicide prevention and mental health crisis hotline

• Text service added to the Lifeline



**24/7
Crisis Support**

Call or text 988 or chat
988lifeline.org



What is 988?

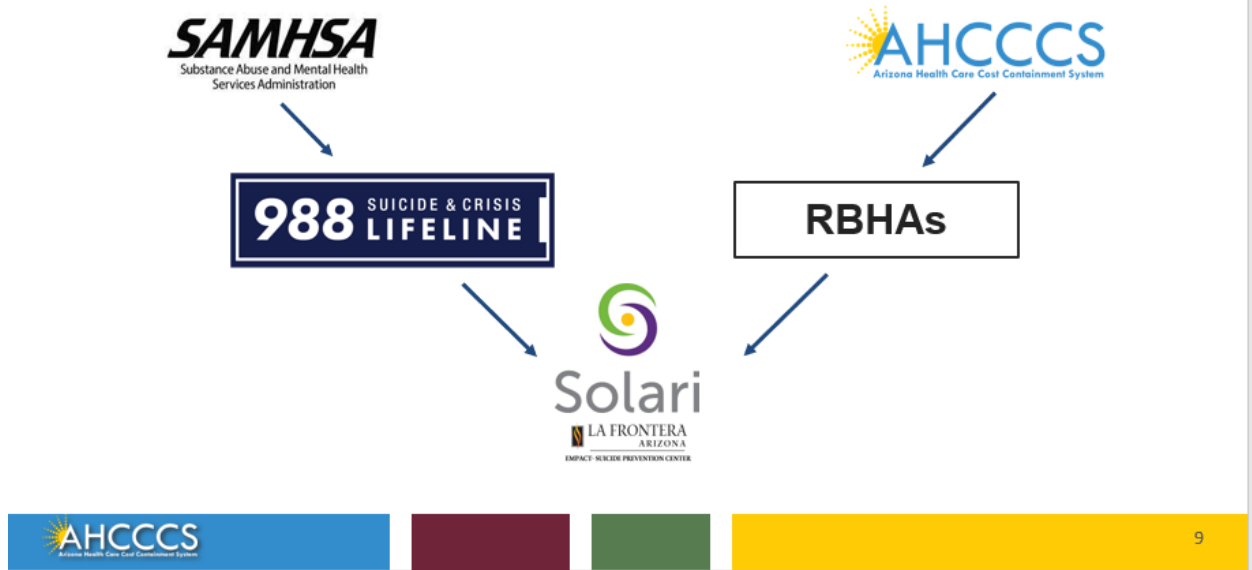
- 988 is a national dialing code that recognizes and transfers calls into a national routing system operated by SAMHSA/Vibrant.
- Like 1-800-273-Talk, 988 is confidential, free, and available 24/7/365, connecting those experiencing a mental health, substance use, or suicidal crisis with trained crisis counselors.
- Access is available through every landline, cell phone, and voice-over internet device in the United States for calls, texts, and chats.
- Callers can select the option to transfer into the Veterans Crisis system, speak with a Spanish speaking counselor, or connect to a specialized line for LGBTQ+ youth and young adults (those under 25 years of age).
- Translation services are available for over 150 languages.



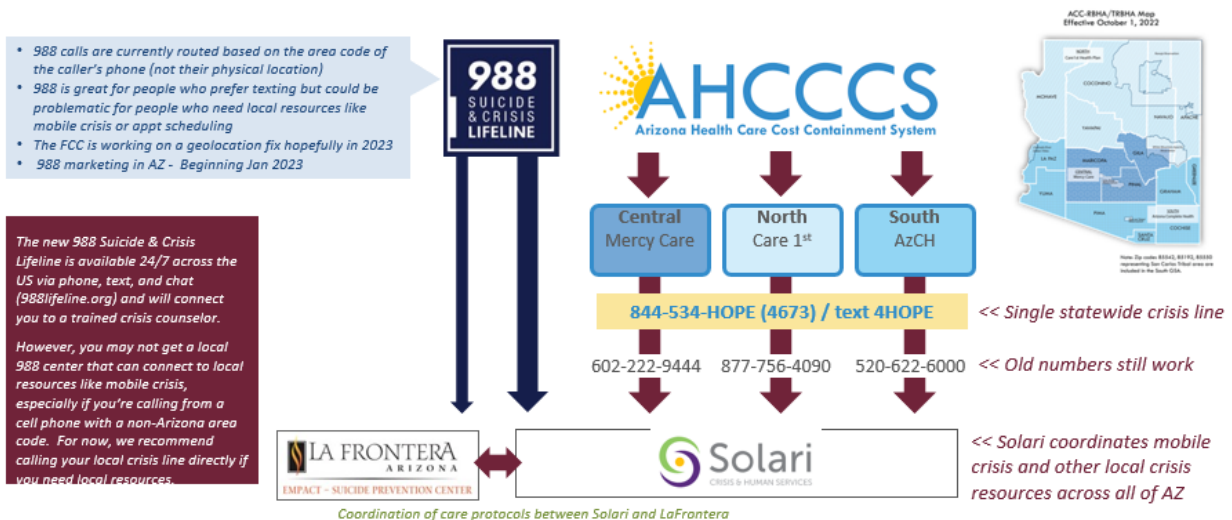


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Effective October 1, 2022



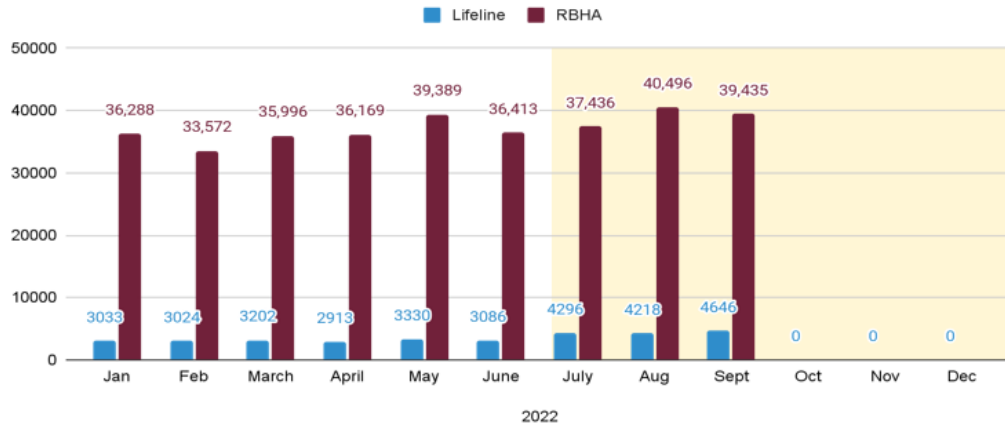
988 & AZ Local Crisis Lines





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2022 Lifeline Center Calls vs. RBHA Call Center Calls



What Callers can expect when dialing 988

- Callers will be connected to an Interactive Voice Response (IVR) answering service that will provide options for transferring to the VA line, a Spanish line, or the LGBTQ+ specialized line.
- If the caller does not select one of these options (greeting takes roughly 45-60 seconds) the call will be routed to a Lifeline call center designated to respond to the callers area code.
 - a. This means that if an AZ resident has an out of state area code the call will be transferred to the state associated with the area code and not an AZ center.
- Regardless of area code, all callers will be connected to trained crisis counselors.





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911 and 988 Complementary Systems

911

- Calls answered by operators
- Operator collects information
- Uses information to dispatch fire, police, or EMS
- Can collaborate with crisis call centers (including 988) when behavioral health concerns are identified.

988

- Calls answered by trained crisis counselors
- Counselor supports caller, deescalates situation and connects caller to community resources for ongoing support
- Ideally, able to dispatch mobile crisis teams when higher level of care is clinically appropriate



988 and 911 in AZ

- 988 and 911 call centers have been working with our RBHAs for several years to develop partnerships and protocols.
- ADOA 911 Administration has developed Policy Templates and tools for Public Safety Answering Points (PSAPs).
- Arizona has 81 PSAPs located throughout the State. Each PSAP is responsible for developing and following policies and protocols.
- Connection to 988 (and our local crisis system) is a fourth tool for 911 dispatchers and protocols need to be established to promote consistency in triage and coordination with each PSAP.
- AHCCCS and ADOA have partnered on developing a PSAP tracker to monitor the progress of policy development and 988 collaboration.
- The 988 Advisory Committee will continue to monitor the collaboration progress of PSAPs and our crisis call centers.





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Arizona 988 Marketing ADHS/AHCCCS

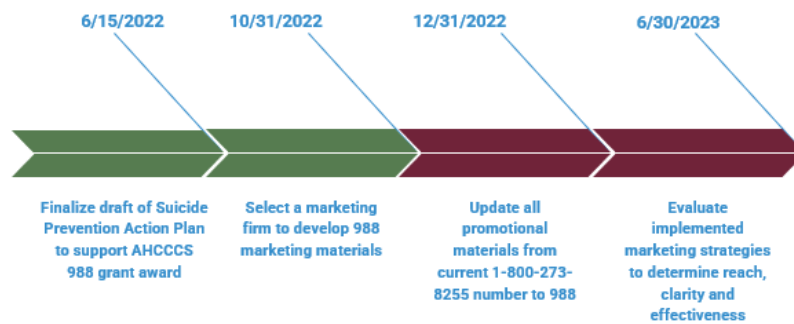
The Federal Government is not providing block funding to advertise the new 988 number at this time. ADHS will seek to fill this gap by using existing suicide prevention funding to mount a statewide, multi-modal advertising campaign. The 988 national crisis line rollout will be the most significant initiative for the ADHS 2022- 2023 Arizona Suicide Prevention Action Plan.

Planning priorities:

- Increasing awareness of the new, dial-anywhere number will allow an Arizonan in crisis to connect to help no matter where they are.
- Creating messaging and coordinating for an exhaustive awareness campaign.



988 ADHS Advertising Timeline





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Resources

- AHCCCS Crisis Services Website:
azahcccs.gov/BehavioralHealth/crisis.html
- AHCCCS Crisis Services FAQs:
<https://www.azahcccs.gov/BehavioralHealth/CrisisFAQ.html>
- 988 Fact Sheet: <https://www.fcc.gov/sites/default/files/988-fact-sheet.pdf>
- Arizona Suicide Prevention website: azhealth.gov/suicide
- Arizona Department Of Administration 911 Program:
<https://az911.gov/about/current-training-opportunities/9-8-8>



DDD Staff Updates

Trudy O'Connor stated that they have experienced three vacancies that have been filled. The programmatic supervisor is back to work. **Sarah McGovern** asked if the PRC chair vacancy had been filled. Trudy stated coverage has been coordinated to fill the vacancy while the position is being filled. **James Maio** added that the QI manager for District West is leaving effective November 10.

James Maio was present to support **Trudy O'Connor** and provided no update.

Joan McQuade stated that a contractor redactor has been hired and a second contractor redactor was offered a position. They have accepted the position, waiting on a security background check.

Leah Gibbs stated transparency is important to us. This information will not be known until next Friday. DDD has been told to expect the last extension of the Public Health Emergency will be the last time the extension will occur. Medicaid agencies will receive 60 days advance notice if the PHE is not extended. Sometime between the 15th of November and the end of November, DDD will be notified of that. Some of the different flexibilities for services will end at the end of the public health emergency. Some of the flexibilities will be transitioned under the ARPA funding for the flexibilities to continue. Parents as a paid provider would be limited to no more than 40 hours per week for their minor child. DDD's plan is as soon as it is official, they will send out a letter to all members and



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families. Leah stated that Person centered planning meetings will change and be required to be held in person after the PHE ends. The plan is, DDD will get communication out the first week in December. Other flexibilities in place may not be as impactful. DDD recognizes it is going to be hard for the re-implementation of the in-person meetings and the DDDs goal is to provide as much notice to members and families as possible.

Question: Does this affect current virtual therapies? No, virtual therapies will continue.

Leah Gibbs added that some of the home delivered meals will be extended beyond the PHE. Article 9 training may or may not be available on a virtual platform. It is currently under review.

Michelle Rademacher did not have any updates.

ADOA Liaison Update

Larry Allen reported ADOA will be doing Open Meeting Law training in January. As soon as he knows the date he will send the information out.

Health Plans Liaisons Updates

Adriana Molina (UHC) had no updates.

Vera Kramarchuk (Mercy Care) had no updates.

DDD Liaison Update

Jeffrey Yamamoto informed the committee **Teresa Brooks** has been able to get onto the drive for incident review. **Beth Bird** had some issues which were being coordinated by him. Issues were resolved by the end of the night.

Suzanne Hessman asked if **Yolanda Huynh** and **Amiee Johnson** got trained. **Jeffrey Yamamoto** stated that Amiee received her training. It is not certain if Yolanda had a barrier to access instead of training issues.

Discussion, Review and Possible Action on Committee Memberships

Suzanne Hessman informed the committee that the membership is at eight voting members. There were no known membership prospects at the time.



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Discussion and Review of Incident Reports (IR) & Behavior Plans (BP)

Sarah McGovern stated incident reviews have been caught up in some areas. Some areas need to be reassigned due to membership resignations.

Jeffrey added that the PRC are missing three chairs at the moment, Districts North, South, and East. District West and Central are covering the vacancies.

CLOSED Categories:

- | | |
|---|--|
| <i>Death/ Suicide- <u>Suzanne</u></i> | <i>Human Rights/ Neglect (2nd wk) - <u>Teresa</u></i> |
| <i>Emergency Measures- <u>Aimee</u></i> | <i>Physical Abuse - <u>Yolanda</u></i> |
| <i>Other Abuse/Neglect (1 wk.) <u>Kin</u></i> | <i>Neglect (3 & 4wk)- <u>Beth</u></i> |
| <i>Neglect (3wk-4wk)- <u>Beth</u></i> | <i>DA/All IRs - <u>Sarah</u></i> |
| <i>PRC only – <u>Suzan Kingsbury</u></i> | <i>None currently- <u>Tonia</u></i> |

For **September IRs**, the Committee members have been loaded in the shared drive **512** incident reports. This included **54** open and **458** closed reports. ATPC had **73** totals with **2** open and **72** closed.

Type	Open	Closed
Accidental Injury	3	67
Consumer Missing	1	15
Deaths	0	10
Emergency Measures	0	0
Human Rights	8	11
Legal	3	5
Medication Errors	5	22
Neglect	25	26
Other Abuse	2	6
Other Behavior	0	193
Other Hospitalization, Unknown injury	1	83
Physical Abuse	6	18
Property Damage	1	2
Suicide	0	0
TOTALS	54	458



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The desired IRs will be divided among the members.

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send them to QIM.

The Program Review Committee (PRC) is being attended to by **Susan Kingsbury** and **Kin Counts**.

Adjournment

Suzanne Hessman adjourned the meeting at 6:05 pm. The next District East IOC meeting will be held on Wednesday December 14th, 2022, at 5:00 pm. The meeting will be a virtual meeting due to the Public Health Emergency still being in effect.