



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

**Call to Order**

Meeting called to order by Committee Vice Chair, **Keith Jansen**. The date is November 14, 2022, at 1:05 pm. **The meeting took place Virtually due to COVID-19**. Physical location when meetings resume in person will be at 400 W. Congress Street Ste. 500, Tucson, AZ 85701.

---

**Welcome and Introductions**

Attendance Virtually:

- **Keith Jansen**
- **Mario Gutierrez**
- **Sharon Moyer**

Absent:

- **Octavia Lamb**
- **Genevieve Valenzuela**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **Vera Kramarchuk** (Mercy Care) (by phone)
- **Erin Benjamin** (UnitedHealthcare)

ADOA:

- **Larry Allen**

AHCCCS OIFA Presenters:

- **Carol Loiselle, CJ**
- **Paloma Kwiedacz**
- **Anne Ngamsombat**

DDD:

- **Joan McQuade** (Office of Individual and Family Affairs Project Manager)
- **Joseph Tracewell- Joe** (District South Quality Improvement Manager)
- **Andrew Miller** (District South Quality Improvement Supervisor)
- **Joseph Jensen- JJ** (District South Quality Improvement Supervisor)
- **Jeffrey Yamamoto** (DDD IOC Liaison)



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

- **Michelle Rademacher** (DDD IOC Liaison)

---

**Call to Public**

**There was no public present in the meeting.**

---

**988 Presentation**

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

**Paloma Kwiedacz** informed the committee about the Arizona Crisis System and 988. The RBHA in the North changed 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 jail and emergency room occurrences. With IDD individuals, there are goals to connect individuals with trained specialists. IDD specialized mobile dispatch teams are in place in Arizona. All counselors are required to be trained to provide support to IDD individuals. (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 into hospitalization and police involvement. Callers can select to transfer into the veterans system, Spanish speaking system and LGBTQ. The 988 system is answered by a computer which is different from the Arizona system. (slide 7)



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

The role of SAMHSA and AHCCCS was explained where AHCCCS is responsible over the RBHAs. SAMHSA is over the 988 Lifeline to both work together with Solari. It is encouraged that people call the local crisis lines. 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. Privacy concerns are a challenge in using geolocation support for the national crisis line as opposed to 911. Legislation does not currently permit use of geolocation in this system. (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 Service Answering Points will be specific to each region. Public Service Answering Points, PSAPs, receive reporting from the Crisis lines in instances where individuals provide their number and may need follow-up support. There are 81 PSAPs in place in Arizona. AHCCCS & ADOA is continually monitoring the progress. (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)

Questions from the IOC:

**Keith Jansen** asked, how are the call centers dispersed? CJ stated the call centers are located all throughout the state. Requirements are that Arizona has local resources and are familiar with the local resources. CJ stated 35% work from home, some work in centers, and there are also some small locations throughout the state. LaFrontera and Solari have their own centers. Crisis mobile teams are required to have adequate volume for the mobile network.

**Mario Gutierrez** asked about the link in the chat message <https://www.azahcccs.gov/BehavioralHealth/crisis.html> . He asked for a copy of the powerpoint presentation. Michelle Rademacher informed the committee that she has a copy of the powerpoint and will disperse it to the committee.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

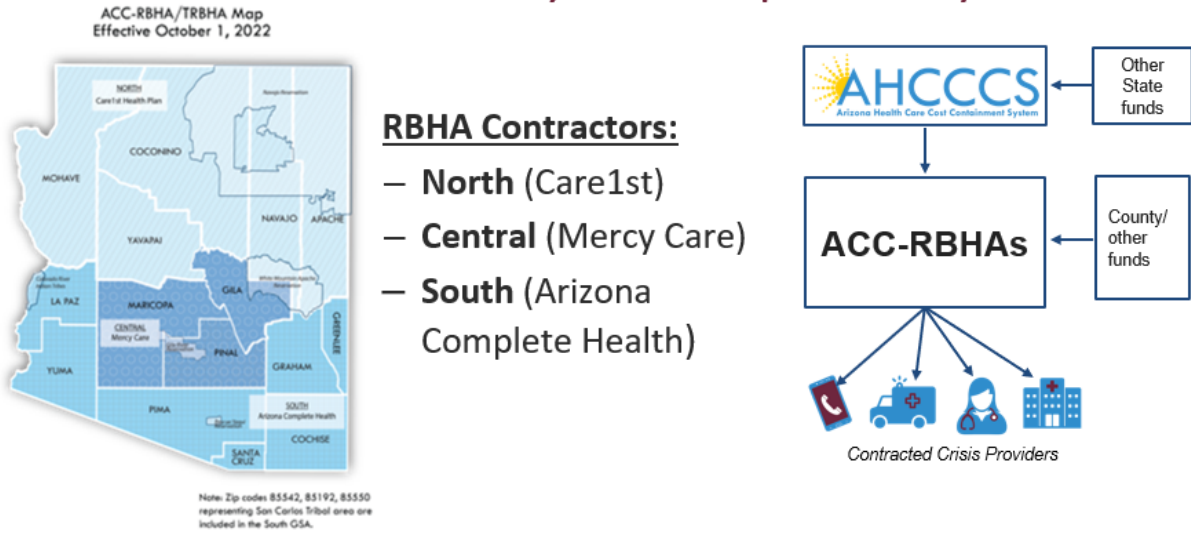
**The PowerPoint presentation is displayed below:**

A screenshot of a PowerPoint slide with a blue background. The slide title is "Arizona Crisis System and 988 Updates" in white text. Below the title is a dark grey rounded rectangle containing three white icons: a left-pointing arrow, a crossed-out speech bubble, and a minus sign. The presenter's name and title are listed below the title in yellow text: "Paloma Kwiedacz, Crisis Coordinator" and "Division of Grants Administration, AHCCCS". In the bottom left corner is the AHCCCS logo, which includes a sun icon and the text "AHCCCS Arizona Health Care Cost Containment System". In the bottom right corner, the number "1" is displayed. To the right of the slide, there is a vertical bar with four colored rectangular segments: olive green, maroon, yellow, and blue.

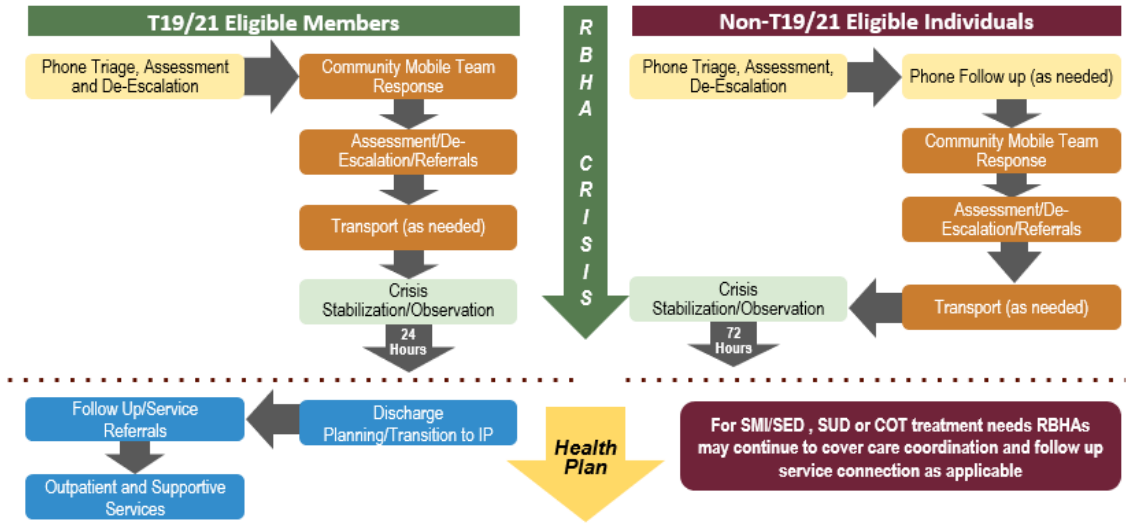


**Division of Developmental Disabilities**  
**District South Independent Oversight Committee**  
**Meeting Minutes & Action Items**  
**Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

## AHCCCS Crisis System Responsibility



## AZ RBHA Crisis Coverage vs. Health Plan of Enrollment





**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

## 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**

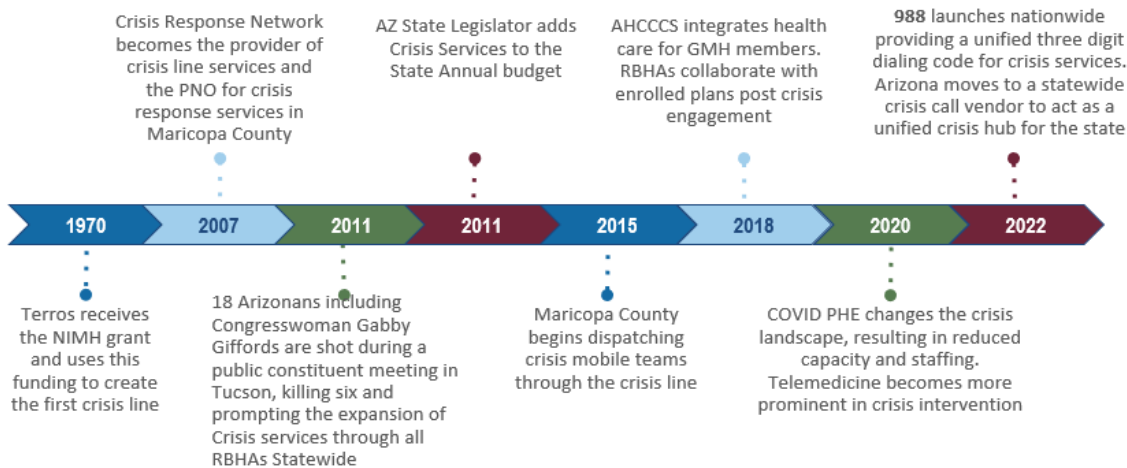
Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

**Especially for Teens**

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



## Az Crisis System History





**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

## 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](http://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](http://988lifeline.org)

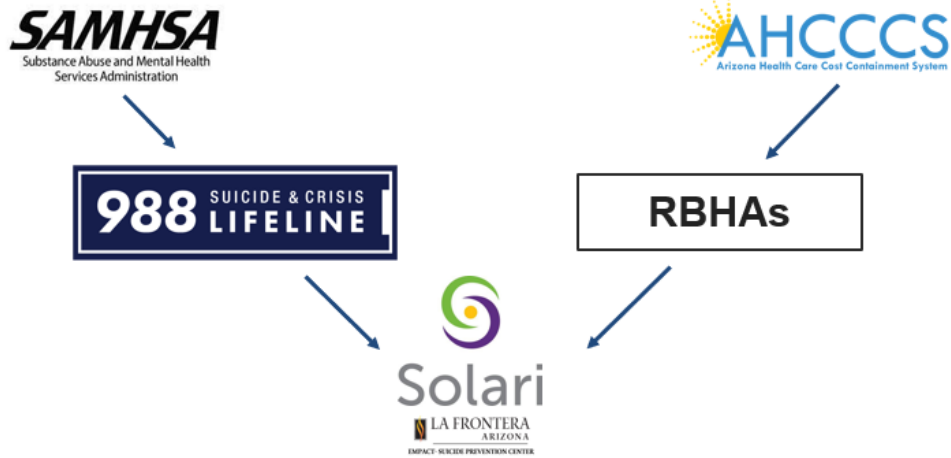
## What is 988?

- 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.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

**Effective October 1, 2022**

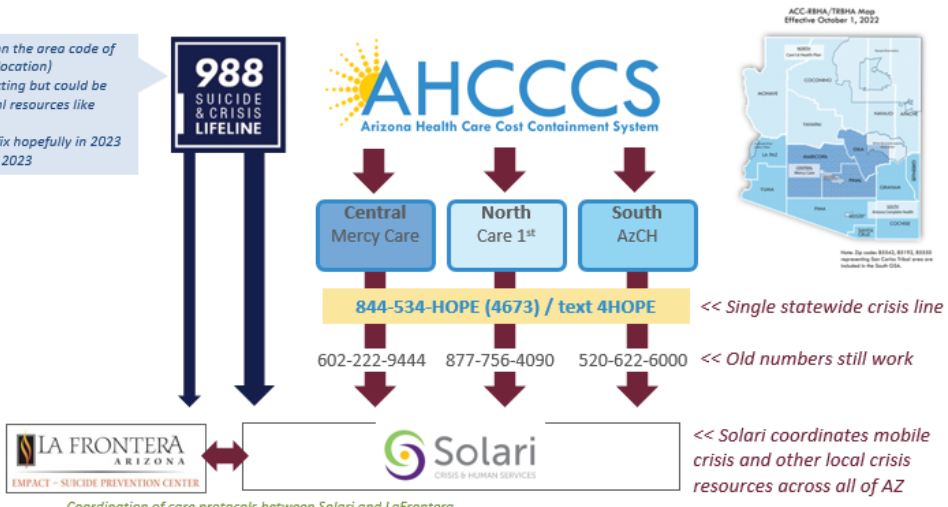


**988 & AZ Local Crisis Lines**

- 988 calls are currently routed based on the area code of the caller's phone (not their physical location)
- 988 is great for people who prefer texting but could be problematic for people who need local resources like mobile crisis or appt scheduling
- The FCC is working on a geolocation fix hopefully in 2023
- 988 marketing in AZ - Beginning Jan 2023

The new 988 Suicide & Crisis Lifeline is available 24/7 across the US via phone, text, and chat (988lifeline.org) and will connect you to a trained crisis counselor.

However, you may not get a local 988 center that can connect to local resources like mobile crisis, especially if you're calling from a cell phone with a non-Arizona area code. For now, we recommend calling your local crisis line directly if you need local resources.

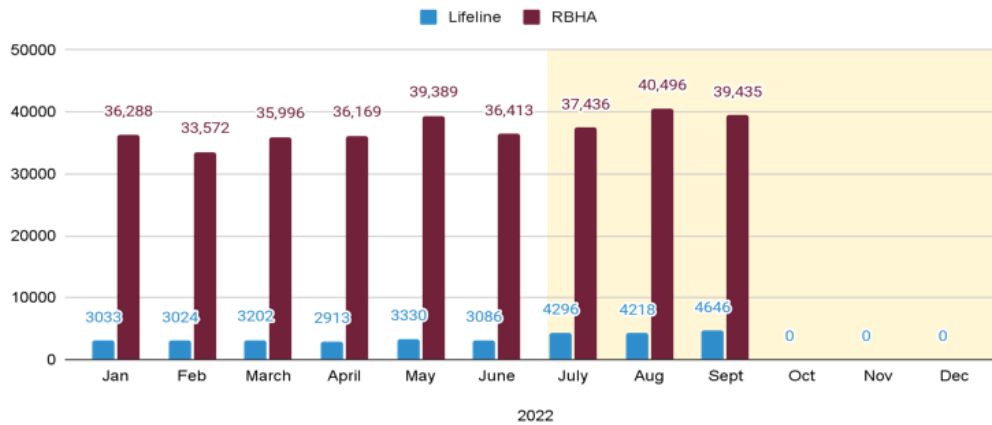






Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM

## 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.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

## 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.



**Division of Developmental Disabilities  
 District South Independent Oversight Committee  
 Meeting Minutes & Action Items  
 Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

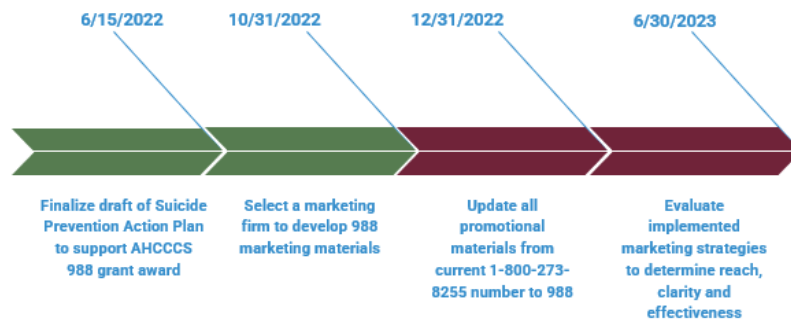
## Arizona 988 Marketing ADHS/AHCCCS

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





**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

---

## Resources

- AHCCCS Crisis Services Website:  
[azahcccs.gov/BehavioralHealth/crisis.html](https://www.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](https://azhealth.gov/suicide)
- Arizona Department Of Administration 911 Program:  
<https://az911.gov/about/current-training-opportunities/9-8-8>

---

### **Update from IOC Statewide chairs meeting**

**Mario provided** an update on the statewide meeting. He shared that the investigative process of abuse and neglect was discussed. Mario updated on his job fair attendance and attempted to recruit IOC members. Mario stated that a crisis presentation by **Jon Meyers** was provided. He stated a PBS and ARPA funding update was covered by Zane to include Article 9. Article 9 for IOC members and the training information was covered. **Keith Jansen** asked about Article 9 so the IOCs can be current. Mario stated the IOCs can email the training team to be added to a class for the training which was sent out in an email recently. He stated in the meeting it was discussed that support coordinators throughout the state in that the numbers are going up but there is a net loss of 75 Support Coordinators in 2022 with an increase in pay. HB2113 which makes Down's Syndrome the fifth DDD qualifying diagnosis was discussed.

**Michelle Rademacher** added that the new platform for Article 9 has not gone through legislation yet. It has been submitted to the Governor's Regulatory Review Council, GRRC, for approval. Then the rule change would be submitted to the Secretary of State's office. Right now, DDD is not working on the new platform for Article 9. Training is available and accessible through DDD if you would like to update your Article 9 training as an IOC member. **Jeffrey Yamamoto** sent out an email about how to access the training on October 24. The training is currently available virtually. It is anticipated in the future that the training will be in person.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

**Sharon Moyer** asked if that was the six hour training that the direct care provider receives or is it geared for the IOC members? **Michelle Rademacher** stated that direct care workers participate in Article 9 and are required to do so as well as all DDD state employees. IOC are looking at the scope of reviewing incident reports on the member's rights violations. It is something that is important to IOC members to have a base knowledge of. The training is not specific to IOC members, it is the same training that everyone receives.

---

**DDD Staff Updates**

**Joe Tracewell, Joseph Jensen, and Andrew Miller** stated no update today.

**Joan McQuade** left the meeting early. She announced prior to her departure that two contractors for incident redactions have been hired.

**Jeffrey Yamamoto** stated that given the hiring of the redactors, the backlog of the redacted incidents is about two weeks. Addition of the new hires will allow a catch up on the incident report reaction backlog. Article 9 is still in GRRC, therefore DDD will not be able to start working on new training until the changes have been approved in legislation. It is unknown when that will be reviewed by the governor's council due to the current election and new governor.

---

**Update from Arizona Department of Administration**

**Larry Allen** shared there will be a training on Open Meeting Law in January, the second or third week. Once a date is secured, the committee will be informed. It will be a virtual meeting. Larry highly advises that the chair and vice chair attend the training. It is expected to last about 90 minutes.

---

**Update from Integrated Health Plans**

**Vera Kramarchuk** (Mercy Care Ombudsman) had no update.

**Erin Benjamin** (UnitedHealthcare) had no update.

---



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

**Update from DDD IOC Liaisons**

**Michelle Rademacher** provided an update as follows: The Office of Individual and Family Affairs (OIFA) continues to host town hall meetings for members, families and providers. There will not be a town hall meeting in December 2022. The next Town Hall meeting will be held Thursday, January 5, 2023, from 6:00 p.m. to 8:00 p.m.

The OIFA team reviewed and updated the "EARLY NOTIFICATION - POLICIES / PUBLIC COMMENT" distribution list effective 10/21/22, just making sure the IOCs all receive the DDD email notifications on policies that come out almost every month. This is in response to the additional 30 day review period for the IOCs.

We liaisons are using a shared email account. You have been receiving emails from that account which is [dddiocs@azdes.gov](mailto: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 on leave or any positions change the account will remain fluid and active throughout.

The DDD Volunteer coordinator has a Volunteerism Community Fair scheduled for February 2023. This event will be held at Ability 360 in Phoenix.

---

**Discussion, Review, and Possible Action on Committee Membership**

**Keith Jansen** asked Mario Gutierrez and Sharon Moyer if they had any prospects for the committee. None were vocalized at this time.

---

**DDD District South IOC Officer Elections**

Keith Jansen explained that elections for the committee chairperson are requested.

- **Mario Gutierrez motioned that Keith Jansen is the chairperson if he wants to.**
- **Sharon Moyer seconded the motion.**
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**
- **Motion passed.**

**Keith Jansen remains as the committee chairperson.**

Keith explained it is a two year commission for the committee chair.

---



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

**Discussion and Review of Incident Reports (IRs) and Behavioral Plans (BPs)**

- **Sharon Moyer motioned to go into executive session.**
- **Mario Gutierrez seconded the motion**
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**
- **Motion passed.**

Michelle Rademacher explained that the committee could ask anyone they determined to be subject matter experts to participate in the executive session. No one was asked to participate in the executive session other than the IOC members.

**At 2:10 the committee elected to go into executive session to discuss a member specific incident report.**

**Committee members returned from executive session at 3:02 pm**

The committee determined that the IOC would submit informal questions to DDD QI regarding IR #21308677, a Neglect allegation involving agency, TLC Supportive Living.

Questions to be submitted to QI, if there is a response that can be provided, are as follows:

1. Is DDD looking at the systemic problem of this incident? Please explain.
2. Has there been any licensure actions taken toward the vendor/group home site per the issues? E.g. probationary period, suspension of license, penalty to agency, written letter of reprimand) If yes, what licensure action was taken.
3. Were there any actions taken in communicating with the members of the neighborhood/community? (letter of apology or explanation)

**Michelle Rademacher** will submit the IOC committee’s informal questions to DDD District South Quality as an informal questions/concern.

**Keith Jansen**, earlier in the meeting, stated DDD PRC is looking to recruit two more members of the IOC to participate in PRC south moving forward.

For all of **September** IRs, the Committee members have been given **598** for September incident reports in the Shared Drive. This included **51** open and **547** for closed reports.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, November 14, 2022 – 1:00 PM to 3:00 PM**

<b>Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injury	3	103
Consumer missing	0	5
Deaths	3	9
Emergency Measures	0	0
Human Rights	6	17
Legal	0	5
Medication Errors	6	66
Neglect	23	26
Other Abuse	4	9
Other-Behavior	1	174
Other -Injury unknown	2	123
Physical Abuse	9	10
Property Damage	0	0
Suicide	0	0
<b>TOTALS</b>	<b>51</b>	<b>547</b>

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

Number of Questions for QIM: members of the committee will send the incident reports questions to the DDD Liaisons **Jeffrey Yamamoto and Michelle Rademacher**.

---

### **Adjournment**

The next regularly scheduled District South IOC meeting is on December 12, 2022 at 1pm.

**Keith Jansen** adjourned the meeting at 3:14 pm on November 14, 2022.