



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, Dec 14th, 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 Dec 14th, 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**

Absent:

- **Yolanda Huynh**
- **Tonia Schultz (non-voting member)**
- **Aimee Griffith-Johnson**
- **Elizabeth Bird**

Public in Attendance: **None**

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

Arizona Health Care Cost Containment System (AHCCCS): **Fredreaka Graham**

Healthcare Plan Liaison: **Dawn McReynolds** (United HealthCare)

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)

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



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DDD District East IOC-Conference Call line (2022-12-14 17:02) - Transcript

Attendees

Dawn McReynolds UHC OIFA, Fredreaka Graham, James Maio, Jeffrey Yamamoto, Joan McQuade, Kin Counts, Lawrence Allen, Michelle Rademacher, Sarah McGovern, Suzie Hessman, Teresa Brooks, Trudy O'connor

Transcript

This editable transcript was computer generated and might contain errors. Liaison has edited some of the transcript for accuracy.

Jeffrey Yamamoto: All right. So I'm going to go ahead and start saying some information for everybody that's here. So good evening District East members DDD staff and guests. Tonight's meeting will be recorded, as always, but in addition to that, I will be using Google Transcriber. To transcribe this meeting with the permissions given by your chairs. I'll be using tonight's transcription from this meeting as the body of your monthly minutes. For this meeting. I'm asking everybody on their computer to find the Closed caption button the CC Button at the bottom of your screen and turn it on. So you can see how the transcriber will interpret your speech.

Jeffrey Yamamoto: I also ask that you speak one at a time, so the computer can identify who is speaking. For the chair, I asked you to please announce every agenda item topic when you move to the next topic. While the transcriber does well in identifying your words, there can be mistakes with words that are said too quickly or muttered. In those cases, minor editings will be performed by the liaisons for accuracy. Otherwise, the entire transcript transcript will be a record of the minutes of this meeting. So do I have any questions?

Jeffrey Yamamoto: Is everybody able to turn on their Closed captions?

Jeffrey Yamamoto: Great. Suzanne, you may proceed.

CALL TO ORDER

Suzie Hessman: Okay, we will officially call the order to the meeting to order it today for District East IOC? Today is December 14th. And it is 5:04 pm.

WELCOME AND INTRODUCTIONS

Suzie Hessman: Our next agenda item is welcome and instructions. I am Suzanne Hessman, the chairperson. Sarah.



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Sarah McGovern: Sarah McGovern vicechairperson

Suzie Hessman: Kin.

Kin Counts: Kin counts, Committee member.

Suzie Hessman: Teresa.

Teresa Brooks: Teresa Brooks Committee member.

Suzie Hessman: Do we have any other committee members on the call?

Suzie Hessman: Okay, Jeffrey. Would you go through our other attendees?

Jeffrey Yamamoto: yes, Larry

Lawrence Allen: Larry Allen with ADOA.

Jeffrey Yamamoto: Thank you, Michelle.

Michelle Rademacher: Michelle Rademacher DDD IOC Liaison, District North District West. District South

Jeffrey Yamamoto: At this time, I'll announce myself, Jeffrey Yamamoto. I'm the IOC liaison, DDD IOC liaison for District East and District Central. Joan.

Joan McQuade: Joan McQuade Office of Individual and Family Affairs. And I'm here, supporting Jeffrey and Michelle.

Jeffrey Yamamoto: Thank you, Trudy.

Trudy O'connor: Hi there, Trudy O'Connor a district east with DDD quality improvement.

Jeffrey Yamamoto: Thank you. James.

James Maio: James Maio DDD district central quality improvement manager supporting Trudy

Jeffrey Yamamoto: Thank you, Fredreaka.

Fredreaka Graham: Hi Fredreaka Graham with AHCCCS IOC Liaison.

Jeffrey Yamamoto: Thank you, Dawn.

Dawn McReynolds UHC OIFA: Hi, Dawn McReynolds with the Office of Individual and Family Affairs at United Healthcare.

Jeffrey Yamamoto: And did I miss anybody who is currently in this meeting?



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Jeffrey Yamamoto: All right, Suzie.

CALL TO PUBLIC

Suzie Hessman: Okay, agenda item three Call to the public. Do we have anyone from the public on this call?

Jeffrey Yamamoto: I don't see anybody additional on this call.

DDD POLICY AND LEGISLATIVE ISSUES

Suzie Hessman: Okay, agenda item number four DDD policy and legislative issues.

Suzie Hessman: I don't have anything specific for that this week. I know, there were several Policy changes that were sent out. Did anybody have any questions? Comments, concerns.

00:05:00

Kin Counts: This is kin counts. I understand the changes in regards to the Article 9. I think it has been not, they're not caring forward. Am I right?

Suzie Hessman: That's correct. There was an email sent out. from Zane director Zane that said, That currently, they are not going to implement any of the changes. To Article 9 and that he would address that further if we wanted at the statewide meeting. Do you have any further information on that Jeffrey?

Jeffrey Yamamoto: No, that was actually going to be one of my updates on that. So he did send that email out on December 5th. Their DDD is not going forward with it at this time, and the assistant director was going to address that during the statewide. IOC chairs meeting.

Suzie Hessman: Jeffrey or Joan since Leah is not on the call. Do either of you have any comments on any of the policy updates that came out this month.

Joan McQuade: This is Joan. No, I do not.

Michelle Rademacher: And this is Michelle. No, I do not, however what you received was the early notification. IOC has 30-day prior notice now, So you're getting it a little early?

Suzie Hessman: Okay.

Suzie Hessman: Then if nobody else has any questions or comments on policy or legislative issues? I will go ahead to agenda Number five. DDD staff update.

Suzie Hessman: Kin you raised your hands. Go ahead.



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Kin Counts: Yeah, yes, it regards to. I understand that there's this change coming up with regards to the EVV system about how providers are going to like clock in clock out, or something like that, due, according to DDD.

Kin Counts: I don't know. I'm changes or recommendation, whatever. So it's that correct. Joan.

Joan McQuade: I If you're looking at you're discussing the EVV system, the electronic visit verification.

Kin Counts: Right, there's some kind of a requirement from DDD with regards to that.

Suzie Hessman: It's a requirement that AHCCCS is requiring. For any services that are provided on an hourly, kind of basis, so therapy services Habilitation, respite things like that that are not done on a daily basis so that they're verifying that the individuals are actually, it's a GPS.

Suzie Hessman: Gathering, you know, like your Google maps. So it would gather that the person is there and they log in verifying that they're actually on location and then log out when they're leaving, so that they have confirmation that people are not fraudulently claiming that they're Participating in hours, when they're not.

Suzie Hessman: James.

James Maio: Are you asking about the differential that AHCCCS is offering to vendors who are using EVV, That just came out. Or that it's, you know, that came out. I mean, I know that that also was a new thing that they're offering. For new vendors. Are you asking about if there's any new rules or new...

Suzie Hessman: My understanding is starting January 1st,...

Kin Counts: because,

Suzie Hessman: All vendors.

Kin Counts: Right.

Suzie Hessman: Providing services have to have the EVV in place. Otherwise they won't be appropriately compensated.

Kin Counts: Right? And it's just the logging in. I think they requires even, because I have parents that were saying, You know, that in live-in providers, then it's just that the clocking in and out is kind of. And I mean, for outside providers, yes, they come in and clock in and finish that job, they go out. believe, but then, for live-in providers is this kind of like, You know, many, many parents. I, they're so busy. That's what I heard from them. So busy, they forget. And, you know, the clock in clock out because, you know, they are in, you know, they are living there, you know, parents providers and, you know, people like that. So I'm just, you know, want to clarify that. You know what? What is going on with changes?

00:10:00



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Suzie Hessman: I would ask the agency who you're working through. Because they should have that in place for you.

Kin Counts: Thank you.

Jeffrey Yamamoto: Sarah has her hand up.

Suzie Hessman: Hi Sarah. Go ahead.

Sarah McGovern: And this I'm assuming, my assumption is is that this is because they're going to be ending virtual services. So they want to be able to make sure that the providers are doing not doing their services virtually. Is that correct?

Suzie Hessman: I don't know for sure, my understanding is just that it's a requirement from AHCCCS. For any of the services that are less than per diem,...

Sarah McGovern: Okay.

Suzie Hessman: you know, if they're if there's some kind of a like a live-in residential, then they're not doing it that way. But if it's Occupational therapy, speech therapy respite. Habilitation, Attendant Care. Housekeeping. Nursing services,...

Sarah McGovern: Yep.

Suzie Hessman: things like that. They have to use the EVV.

Sarah McGovern: Yeah, that was my understanding because our hab provider has to go back to in-person, no more virtual meetings and this way then when he clocks in then it shows that he's actually with my son and they're not I you know that he's on site.

Kin Counts: I think that required, they are also requiring parent providers or family providers live-in providers. Could do that as well. So, I mean, you know, that's what they were saying, that doesn't make sense. If you are already in a house all the time,

Suzie Hessman: Teresa.

Teresa Brooks: Yeah, I'm understanding What Kin is saying. It's... I can understand having outside providers coming in to to use EVV, but it's really burdensome for the parent providers to do this or live in providers. And it's really.

Teresa Brooks: Causing some issues, with some of the parents. I think that's what Kin was trying to say, if, if there's any

Teresa Brooks: any talk in the works. About having parents. Exempt from that parents and or living. Live-in providers.



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Suzie Hessman: And I don't know again. I think that's ah, it's a requirement from AHCCCS. So I'm not sure.

Suzie Hessman: if that was a Federal Requirement.

Jeffrey Yamamoto: So, I'm not sure if on those questions ladies, I will say, I will give you a little bit of my update right now. which was going to be that there was not a

Jeffrey Yamamoto: It was not a town hall, being held for the month of December. But there will be one on Thursday, January 5th from six to eight PM. That would be a good question to bring up at that town hall. when they go to an open forum, To ask.

Jeffrey Yamamoto: Um, otherwise I will. I will.

James Maio: Yeah.

Jeffrey Yamamoto: Ask around. On the OIFA team. And see what. I might be able to find it for you.

Suzie Hessman: James.

James Maio: Jeffrey, I just forwarded you. The last SHOUT from November 14th that had an EVV update in it. If you want to, I mean it has an article on the EVV, in the, the November 14th. SHOUT

00:15:00

James Maio: if you want to share that with the members,

Jeffrey Yamamoto: You sent it.

James Maio: I just sent it right now. Yep. I forwarded it to you.

Jeffrey Yamamoto: Via email.

Jeffrey Yamamoto: Okay, I will go ahead and I will send that out after the meeting. Thank you, James.

Suzie Hessman: Thank you.

DDD STAFF UPDATES

Suzie Hessman: Okay, so then we'll go ahead to agenda number Five DDD staff updates.

Suzie Hessman: Jeffrey, I'm going to let you Facilitate that one?

Jeffrey Yamamoto: Sure. Let me go ahead and then just finish up with my last one. And that was once again that we had, assistant director, Zane Garcia Ramadan. Will be, hopefully providing information on the next steps as it relates to Article 9 proposals during the IOC Chairs statewide meeting. So that statewide meeting is going to be, is currently scheduled for January, the 18th at 10 o'clock am.



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Jeffrey Yamamoto: So I did put out a request to the chairs if they had any early Agenda Items. One of the agenda items already I know is on there because of what the assistant director had had stated is to have him discuss.

Jeffrey Yamamoto: Any updates on the Article 9.

Jeffrey Yamamoto: And that's all I had for my updates. Um, let me go ahead Joan. Do you have any updates?

Joan McQuade: We are fully staffed with redactors. You may have noticed an increase in incidents. And we're hoping to have been be caught up on the backlog. By the end of January.

Jeffrey Yamamoto: Okay, thank you. Michelle, did you have anything?

Michelle Rademacher: Nothing for me. However, just about five o'clock an email came in from Leah Gibbs. She apologizes for not being present for this meeting. She is recovering from an unexpected health issue and she does plan to join the meeting next month.

Suzie Hessman: Thank you.

Jeffrey Yamamoto: Trudy.

Trudy O'connor: So District East Quality. We're currently onboarding and mentoring. Two, new incident reporting staff. Those are our folks who like answer our IR telephone line and do some of the processing of our incidents. And let's see. Right now, we have one posted programmatic incident specialist or fact finder position um, so that's currently vacant but that's where we are in the process. We should start interviewing soon.

Trudy O'connor: Um and we just learned that one of our staff and other programmatic incident specialist will be retiring in January. So we're a little sad about that. You just had our Christmas party, which was really great. We've also been getting a little bit of assistance from other districts. One of our supervisors has been in and out intermittently so we've been you know able to to get some assistance from other districts which has been awesome.

Suzie Hessman: Thank you.

Jeffrey Yamamoto: James, did you have anything to add?

James Maio: Nope, she did great.

Jeffrey Yamamoto: All right, that should take care of everybody for the DDD staff.

James Maio: Can we can we edit the thing? Because it just said she looked great. I think we this New system might be a little off.



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Teresa Brooks: I know that wasn't being said about me because I'm not on the camera, so

James Maio: I just don't I just don't want. I just don't want to come back and say What is James saying during these meetings

Teresa Brooks: Here comes HR.

Jeffrey Yamamoto: That I will appropriately. Adjust the words that were miswritten by the AI.

James Maio: Thank you, Jeffrey.

00:20:00

ADOA UPDATE

Suzie Hessman: Okay, Agenda Item Six Arizona, Department of Administration liaison updates. Larry.

Lawrence Allen: A good evening Suzie. No updates for me this month. Any questions?

Suzie Hessman: I don't have any questions for you. Does anybody else?

Lawrence Allen: All right.

HEALTH PLAN UPDATES

Suzie Hessman: Okay. Agenda. Item 7. Health Plan Liaison Updates.

Suzie Hessman: We have Dawn? Dawn, do you have any updates for us?

Dawn McReynolds: No updates

Suzie Hessman: Okay.

DDD IOC LIAISON UPDATE

Suzie Hessman: All right, agenda, item. Eight DDD IOC liaison updates. Jeffrey.

Jeffrey Yamamoto: I gave mine during the DDD staff update, so I don't have anything additional.

DISCUSSION AND POSSIBLE ACTION ON COMMITTEE MEMBERSHIP

Suzie Hessman: Okay. Agenda Item 9 Discussion Review and Possible Action on Committee memberships. So Susan (Kingsbury) gave her notice. She has resigned from the committee as of the end of this month. So we are down to seven members, plus seven, voting members plus Tanya

Suzie Hessman: so, we thank Susan for Everything she's done.



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Suzie Hessman: It's, I know she's was taking on a big job with handling all of our PRC. Meetings. So I'm not sure what we're going to do. To cover those meetings I know. Kin, you were covering some of them as well?

Kin Counts: Yes. I usually can but the thing is because of the timing they change it to 8:45. So I read that, I may not be able make it and I recommend that, you know, if I can join halfway and starts at nine because I could drop off my son and his dta so I couldn't make it earlier. They used to start at nine, I can make it but 845, they already halfway through discussion. And so what I used to do before our Bernice resigned and who's who's the other? I can't remember her name. Yeah. Resign. We I used to read. She, what she did for me when they got it is that they send me all the plans and I review and write it down online, write it down and that I send it back to her. So, that's one way. But to be in person, I couldn't do it 845, That's why I stopped doing that because I

Kin Counts: Would attend 8:45, I can do 9, but not 8:45. So, That's the reason.

Suzie Hessman: Okay. It did they hire a new PRC chair.

Suzie Hessman: Does anybody know?

James Maio: I did not believe they have hired any PRC chair yet.

Suzie Hessman: And so are they having PRC meetings?

Joan McQuade: Oh, excuse me.

Suzie Hessman: Yes, Joan.

Joan McQuade: Hi. I believe that there has been one hired, but there has not been an official Announcement yet. But I did hear in a meeting that they have identified a new chair for district East PRC.

Suzie Hessman: Okay. So are they having those PRC meetings or are they on hold? what?

Joan McQuade: They have been having them. They've had other people from other districts covering but I know that. There were several. Districts that had were missing PRC chairs.

James Maio: There's only one in West and one in Central currently and they've been covering for the other districts.

Joan McQuade: Right.

Suzie Hessman: Wow. Okay.

Joan McQuade: But one has been identified for. They did interviewing and I believe someone accepted the position. I wasn't privy, I wasn't told who it was. But that's there is going to be someone.

Suzie Hessman: Okay, so you don't know what start date then?



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Joan McQuade: I'm not sure I'm gonna say it would probably be around the beginning of the year.

Suzie Hessman: Okay. Well, Jeffrey, as soon as we know who that person is and when they're gonna start, would you let us know? So that I, I think it would be appropriate Kin to connect with them and let them know your time constraints for us to be able to participate.

Kin Counts: Absolutely. I mean I love to, I mean, I enjoy doing that. Yeah, it's just when they switch the timing. Then I told her I couldn't. But if they, you know, if they still stick to that timing, but it could want to send me the like before the plans and then I can review it first and then send them back. I'm okay with that too. So I will reach out to whoever comes aboard.

00:25:00

Suzie Hessman: Okay. Great. Thank you.

Kin Counts: You know.

Jeffrey Yamamoto: And I will send you as soon as an announcement is made on that position.

Suzie Hessman: Thank you. Do we have any other possible members joining?

Jeffrey Yamamoto: I have not heard anything from Liz who is our volunteer engagement coordinator on any new Prospects.

Suzie Hessman: Okay.

DISCUSSION AND REVIEW OF INCIDENT REPORTS AND BEHAVIOR PLANS

Suzie Hessman: Then agenda item number 10 discussion and review of incident reports and behavior plans. Sarah, where are we at on assignments? Do you have any?

Sarah McGovern: Well, we're behind. I can say that we do have a few a little bit of a backlog building.

Suzie Hessman: Okay.

Sarah McGovern: Susan doesn't really because she was doing PRC only, it doesn't really affect the assignment categories. But as can be suggested, perhaps consolidating Neglect to one category would be a good idea. We're pretty much outstanding in a few key areas, so I can send out another email.

Sarah McGovern: to remind people, but...

Sarah McGovern: I'm not sure.

Suzie Hessman: I'm just logging in here really quick. Sarah to take a look at

Sarah McGovern: Yeah. Yes.



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Suzie Hessman: All right, so I'm I'm behind on the suicide and deaths. I'll get on those

Sarah McGovern: And I have the Coolidge stuff is all caught...

Sarah McGovern: So that one I got up to speed. So I can focus on getting some of the other areas caught up and then consolidate neglect and Reassign and send out an email.

Suzie Hessman: Okay, yeah, looks like physical abuse we're behind neglect or behind. Human rights. Some emergency measures, okay?

Suzie Hessman: Yes, if you would reevaluate and send those out.

Sarah McGovern: Only by you first.

Suzie Hessman: Okay, Teresa.

Teresa Brooks: so, apparently, I didn't have any in the second week in November, But I did notice. Last time I checked, I think it was yesterday the day before week three, and four were still. not reviewed and I'd be happy to Do some more. I mean since I didn't have any in November, For my week and then the other. I was just wondering what is considered the second week in December. Would it be the second full week? December days.

Sarah McGovern: That's why we're going to consolidate neglect into one category again because it does kind of get hard to differentiate which week. And then we inevitably miss a week here and there.

Teresa Brooks: Okay. All right. Thank you.

Suzie Hessman: Okay, so Sarah's going to look at all the categories and resend out an email so that everybody has clarification on what they're reviewing.

Suzie Hessman: Does anybody else have any other questions for incident reports or behavior plans?

Suzie Hessman: Then before we adjourn, are there any other questions or anything that you'd like to see on next month's agenda?

Suzie Hessman: Sarah.

Sarah McGovern: Jeffrey, can you resend the information on the Article 9 training?

Sarah McGovern: I might have six hours here. There coming up. In the new year that I can go do it.

Jeffrey Yamamoto: Yes, I can send it out.

Teresa Brooks: I would appreciate it. I would appreciate that too because I wanted to sign up and it was full.



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Jeffrey Yamamoto: Okay. Oh, always send it out to the entire group.

Sarah McGovern: Thank you.

Teresa Brooks: Thank you.

Kin Counts: I just completed my like two two days ago. The.

Kin Counts: Interesting. Oh, it's so different from What I did, like not with DDD. It's totally kind of different and it's more informative. The ones you DDD. Yeah. So I really like that.

Suzie Hessman: I did mine online, probably five, six months ago with the company that Amanda works for. And I really enjoyed that one too, and it was very informative. How do I say it? I don't want to say eye opening but it made me rethink. Even how I think and talk to my daughter. In different ways. And I thought, Wow, this is actually, the way they presented. It would be really good for parents of all special needs kids. To understand. So I thought it was a really good training.

Kin Counts: Yeah, it is I think. All right, comparison. He is really good, you know, for DDD parents. So I mean in DDD. Everyone is very, very formative, very good. Yeah. So, for the next agenda. Can we, are we able to talk about the, The end of public health emergency. And then what, what is great. I think it's, it's ending. I presume it is ending soon. So I wonder,...

Kin Counts: you know, if we could talk about that and then what's going to happen next?

Suzie Hessman: Yes. And I think Leah is one who usually gives us updates on that. So if Jeffrey, we can specifically ask her to update us on How that will Play out.

Jeffrey Yamamoto: Yes, I will.

Suzie Hessman: Thank you.

Suzie Hessman: Okay, anybody, anything else?

ADJOURNMENT

Suzie Hessman: Okay, then we will officially adjourn our District East Independent Oversight Committee meeting. It is 5:35 pm. Our next meeting will be Thank you for January 11th and...

Jeffrey Yamamoto: January 11th.

Suzie Hessman: we will continue with the same Google formats. Thank you everybody for being here. We appreciate your participation

Kin Counts: Thank you everybody, happy holidays.



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Trudy O'connor: Holiday.

James Maio: Happy holidays.

Suzie Hessman: Holidays.

Kin Counts: Okay, bye.

Teresa Brooks: Merry Christmas. All

Lawrence Allen: Thanks guys.

Meeting ended after 00:33:24 🤝

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/ Neglect (2nd wk) - Teresa

Emergency Measures- Aimee

Physical Abuse - Yolanda

Other Abuse/Neglect (1 wk.) Kin

Neglect (3 & 4wk)- Beth

Neglect (3wk-4wk)- Beth

DA/All IRs - Sarah

PRC only – ? Kin

None currently- Tonia

For **October IRs**, the Committee members have been loaded in the shared drive **376** incident reports. This included **51** open and **325** closed reports. ATPC had **52** totals with **3** open and **49** closed.

Type	Open	Closed
Accidental Injury	7	55
Consumer Missing	0	2
Deaths	4	5
Emergency Measures	2	1
Human Rights	9	13
Legal	1	6
Medication Errors	5	29
Neglect	13	39
Other Abuse	8	4
Other Behavior	0	118
Other Hospitalization, Unknown injury	0	41



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Physical Abuse	2	12
Property Damage	0	0
Suicide	0	0
TOTALS	51	325

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 **Kin Counts**.