



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, December 21, 2022 – 5:00 pm**

Call to Order

Meeting called to order by Committee Chairperson, **Robert (Bob) Malloy**, on December 21, 2022, Time: 5:01 pm. The meeting took place by virtual conference. (These meeting will continue to be virtual during the Public Health Emergency)

Meeting was held virtually via Google Meets *Please Note: All attendance for this meeting was by electronic (video or phone) means only.*

IOC Members:

- **Robert (Bob) Malloy (Chairperson)**
- **Sandra Malloy**
- **Don Harrington (by phone)**
- **Christina Ostendorf**

Absent:

- **Jody BonDurant-Strong**

Public in Attendance:

- **None**

Arizona Department of Administration (ADOA):

- **Larry Allen**

AHCCCS IOC Liaison:

- **Fredreaka Graham**

AHCCCS Presenters:

- **Carol Loiselle "CJ"** (Deputy Assistant Director, Grants)
- **Anne Ngamsombat** (AHCCCS Crisis Coordinator)
- **Andrew Medina** (AHCCCS Crisis Administrator)

Health Plans:

- **Dawn McReynolds** (United HealthCare) OIFA

DDD Staff and Guests:

- **Staci Rodarmel** (DDD DN Quality Improvement Manager)
- **Jennifer Myler** (DDD DN District Program 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. There was no public in attendance.

AHCCCS 988 Presentation

Anne Ngamsombat presented with the assistance from CJ Loiselle and Andrew Medina. Below is the powerpoint from the presentation. Anne explained that she is with the crisis team in the Division of Grants Administration at AHCCCS. She stated that she will be talking about 988 which is a national system and talk about how we are working on implementing that and integrating it into our Arizona crisis system. So just a little bit of background on 988. I'm sure that some of you may have heard about this a little bit, maybe some whisperings about it. It's made a lot of national attention since it's launched. It launched on July 16th of this year, but it actually isn't a new service.

Arizona Crisis System and 988 Updates

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

 AHCCCS
Arizona Health Care Cost Containment System

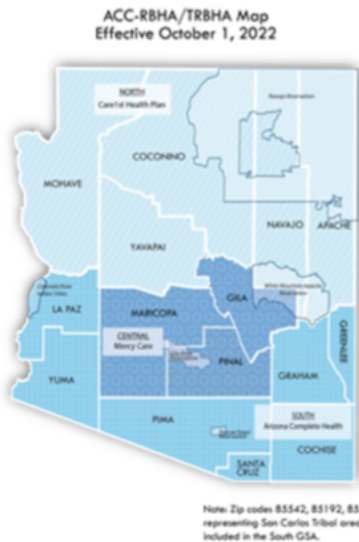
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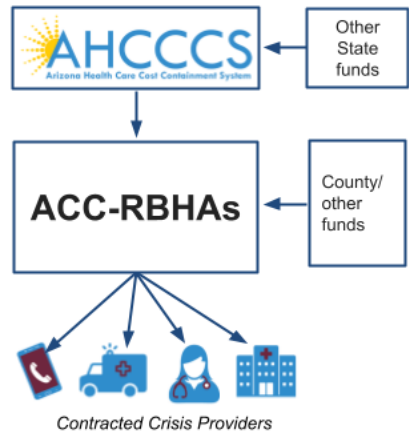
So, 988 is for the progression of what started as the National Suicide Prevention LIFELINE and that lifeline has been around since 2005. And it's actually a full network of crisis call centers across the nation. And it's grown to, I believe about 210 crisis, call centers that basically answer phone calls, chats, and texts from anyone who might be experiencing any kind of suicidal thoughts, or mental health, or substance use crisis. And so as the as it began back in 2005, it actually did start as

AHCCCS Crisis System Responsibility



RBHA Contractors:

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

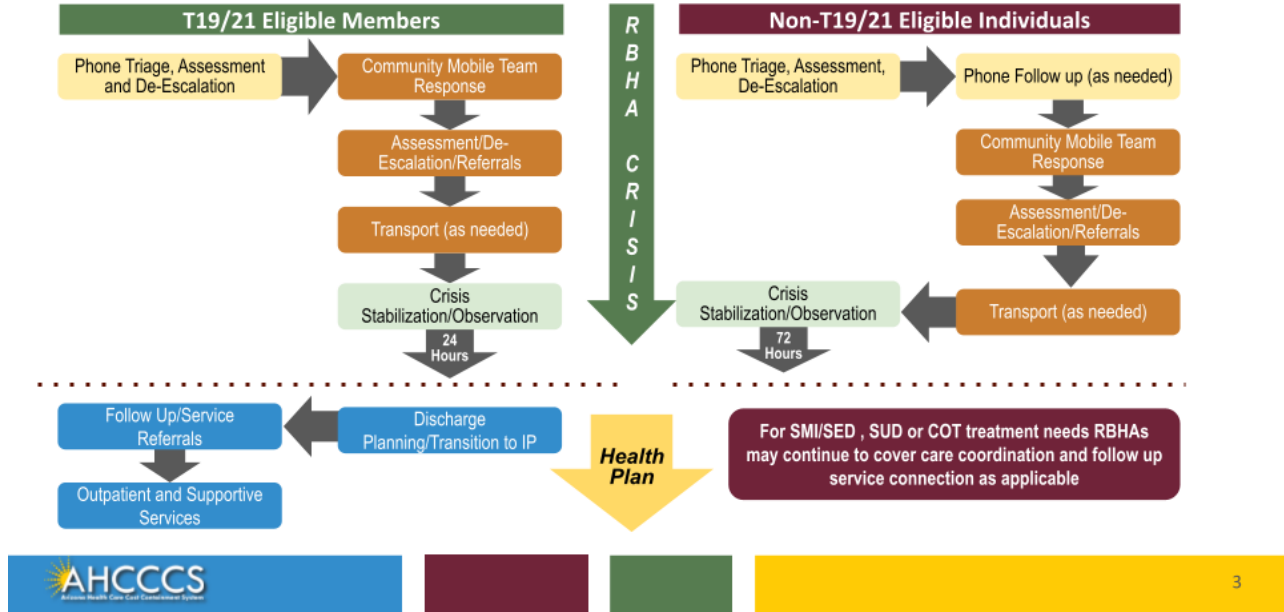


As it began, it was a focus on suicide prevention. SAMHSA oversees the 988 lifeline. Connects callers to specialized services. So when someone calls 988, and they are actually answered by what most people would consider like the robot, right? It's an Internet interactive voice response system. And so this system allows you to be connected to a couple of specialized lines, like the Veterans line, a Spanish-speaking line, or an LGBTQ special plus specialized line. If no selection is made, callers are connected to the crisis center per their area code. Options for geolocation are being reviewed due to many individuals living outside of their telephone area code location. What's important is that wherever a caller is, they will be connected to a trained crisis counselor.



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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)**

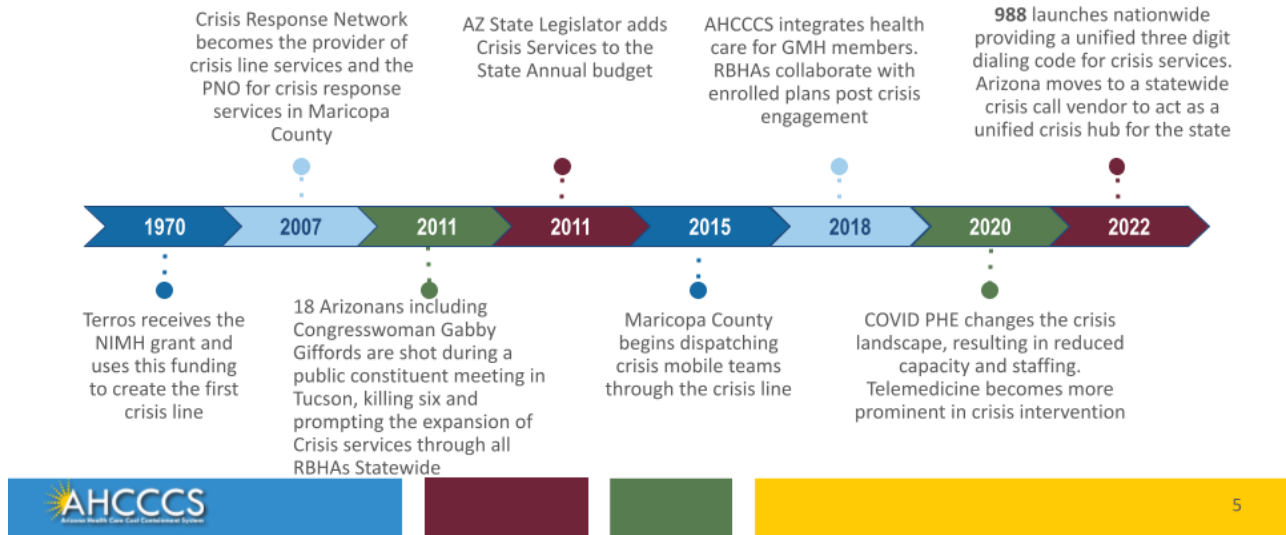




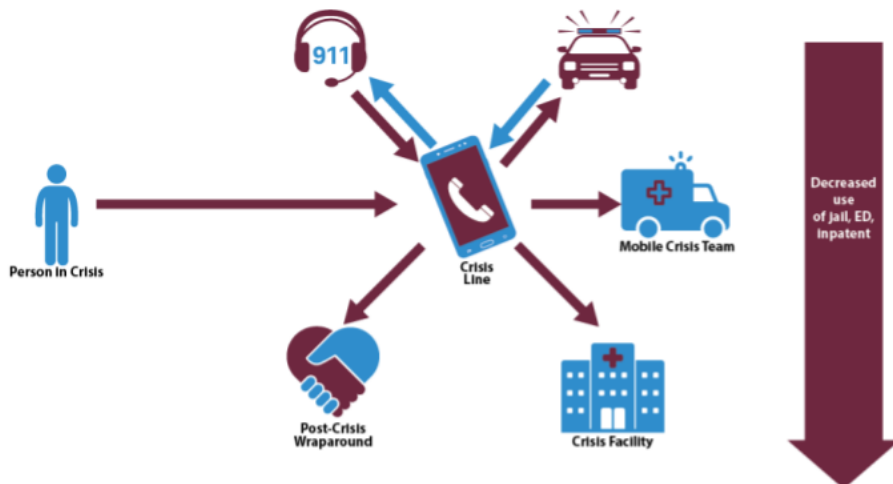
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Arizona has a robust crisis system that we've been developing basically since the 70s. So we've opted to integrate 988 into this system so that we can create more parity, basically anyone who calls and gets access to a crisis system here. Whether you access it through 988 or any of our local RBHA lines, you can actually get the same access to the resources. The same people are going to be taking your calls and we'll get you connected to our full continuum care.

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

988 SUICIDE & CRISIS LIFELINE

24/7 Crisis Support

Call or text 988 or chat 988lifeline.org

AHCCCS Arizona Health Care Cost Containment System

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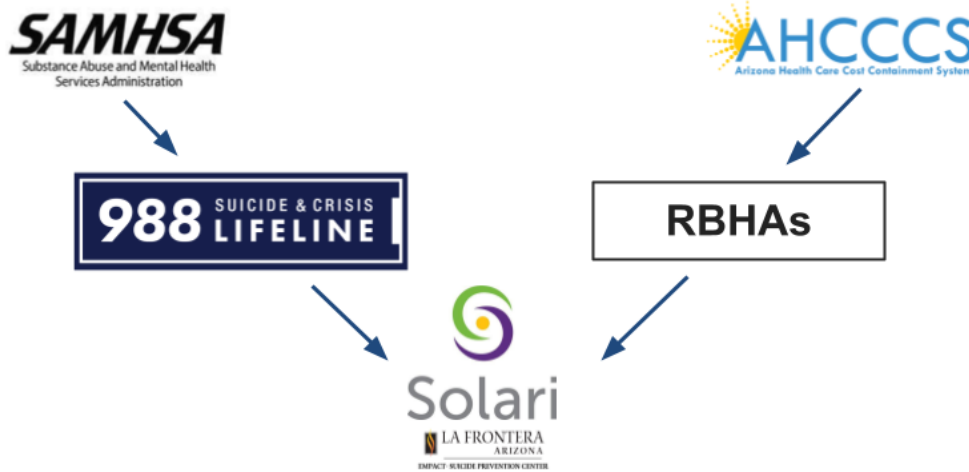
What is 988?

- 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



We have two local agencies who are contracted to be lifeline call centers and that is Solari and La Frontera Impact. They have entered into an agreement, a formal agreement together so that when 988 calls come in, they actually get routed into the Solari system. Everyone who accesses the 988 line is able to get the same resources with all of the same abilities to send out a mobile crisis, team or anything like that. November of this year, we've also launched a statewide text line that is available 24/7 as well.

At the hub of the crisis continuum is the crisis line which connects callers to all parts of the crisis continuum. Callers get access to the local specialized services they are assessed for during the call.

Other states may be just using 988. In Arizona, the local numbers are still active and accessible. The use of the different numbers is being tracked. 988 launched in July. (see slide 11)

988 as the new 911. 988 is not a replacement for 911, they are complimentary. They are completely different systems. 988 connects callers to a crisis counselor. That way an individual is not connected to more than they intend to. In Arizona, we've been doing this for quite some time. We have here, 81, what we call PSAPs, Public Safety Answering Points). They are basically the 911 dispatch centers. Arizona's crisis system works with each PSAP to coordinate support for callers to include mobile crisis teams. (slide 14)

There's been some whisperings about 988, on the national level and there hasn't been a lot of statewide marketing so far. Although some funding was provided to implement the infrastructure of 988, the federal government is not giving out any funding to do any marketing. Arizona partnered with the Department of Health Services, DHS. That's where our State Suicide Prevention plan exists. Arizona DHS put in place with the suicide prevention plan to do some marketing around 988 and they have started that process. (slide 15)



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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.



844-534-HOPE (4673) / text 4HOPE << Single statewide crisis line

602-222-9444 877-756-4090 520-622-6000 << Old numbers still work

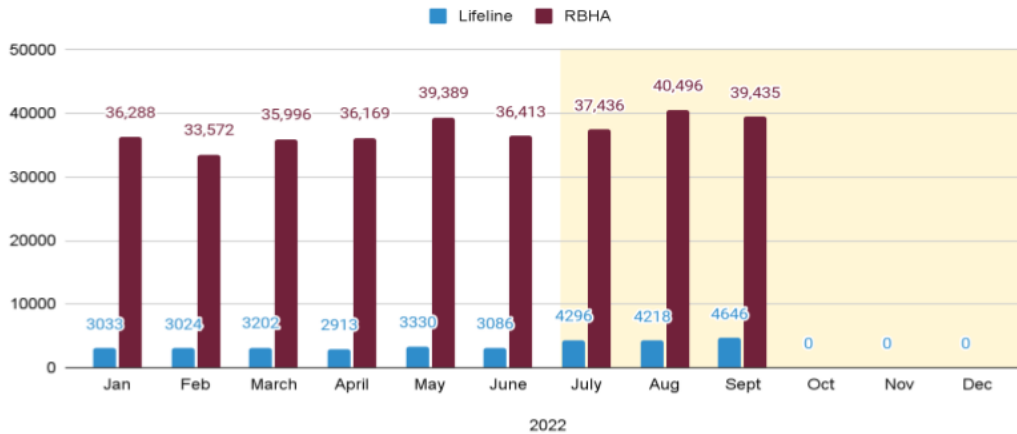


<< Solari coordinates mobile crisis and other local crisis resources across all of AZ

Coordination of care protocols between Solari and LaFrontera



2022 Lifeline Center Calls vs. RBHA Call Center Calls





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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.

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



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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.

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.

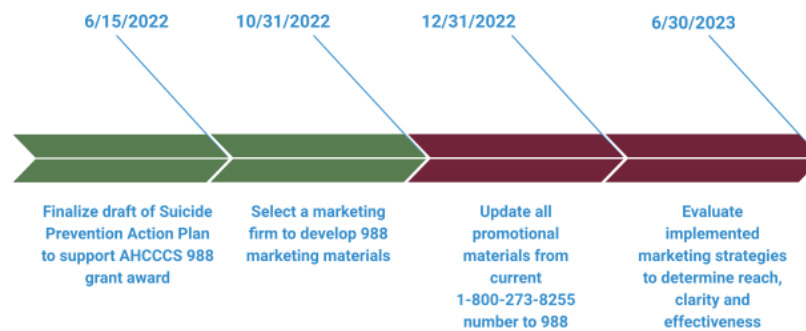
Planning priorities:

- 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.



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988 ADHS Advertising Timeline



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>



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Bob Malloy provided input and a discussion was held per the presentation as follows: Bob said that in speaking with police officers over the years, one of the things that they least like is mental health type calls to respond to. Plan to probably move away and try to shift those kinds of calls to another agency that's gonna take a little bit. **Anne Ngamsombat** shared that she has worked a lot with law enforcement agencies over the years. They aren't well trained to respond to these calls. **Anne** said in the community, we don't want a response from law enforcement, if it's not warranted. It's something that sometimes will escalate the whole process and we don't want that. **Bob** shared that when he sees those incident reports, he thinks, "Why wasn't the crisis coordinator team called first, instead of calling the police?" Bob said that's a problem that we have throughout our group homes. It's not as common every month here but it's still there. And it's the last, (the police) the last people who should be responding to a crisis in our group homes for people, the clients that we serve. Anne shared that AHCCCS has a standard in place where within Maricopa County the Mobile Crisis Team needs to respond within an average of 60 minutes. Across the North and outside of the Urban area of Maricopa County area, an average time is about 90 minutes. So the Mobile Crisis Teams are coming from within that community or as close to as possible. Anne said none of our crisis teams may ever be as quick as a 911 response because the crisis dean doesn't have lights and sirens. We don't want to. That's not the way the system is laid out to be. If there is a safety emergency, 911 should be called and we will also have a co- response. If there is a safety concern, there's something that is going on, that requires an ambulance or police response or anything like that, they will also often contact our crisis teams as well. If there is a concern that there might be a mental health component so that once the safety concern is tended to and the community is safe, then the crisis team can step in and take over and provide those services.

Updates from DDD Staff

Staci Rodarmel reported that QI remains fully staffed. We had a new nurse nursing supervisor who was hired and who has gotten on board and has learned the intricacies of the District North way.

Don Harrington asked **Staci Rodamel** a question concerning the PRC board not just in the north but also in Phoenix and Tucson. Don said, "It just seems like there's one PRC chair doing the meetings for the West, East, Central and North, that's four areas. So by the time that a plan gets reviewed, it could be up to three months. Since it was submitted for review, right? So at that point, it becomes almost a moot point because so much has changed. In fact, I had one that's four months since it was reviewed and they sent it back saying we want all new documents. So that is gonna delay the process even longer. Is there anything that DDD is doing to rectify this situation?" **Staci Rodamel** shared the following: "That's an issue that we've been working on and discussing. We are working on identifying and prioritizing who needs to get done first so we can get all caught up on this. So it is something that we're aware of and we are addressing. I don't have any specific deadline or timeframe. We're just trying to process through as quickly as we can, but we've had a couple of the PRC chairs who have stepped down or taken other positions, that kind of stuff. We're trying to get those positions posted and filled again. So that's kind of where we're at with it."

Michelle Rademacher added: "I just wanted to add to what Don was asking about and what Staci provided. We have been informed that District North has hired a chair. His name is Dean Thomas. That seat was vacant and it is now filled. He was invited to the meeting tonight, but for some reason at the last minute, he was unable to attend and then we just got an announcement in District East of the newly hired chair. That's going to be the beginning and moving to her position very soon."

Jennifer Myler shared that the District has hired Support Coordinators. She said things are looking better as far as vacancies go. It is expected that by the time in person meetings start back in April, the District should be pretty good staff wise and have them trained and ready to go. Bob Malloy asked how many



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support coordinators District North had. Jennifer said they have 100 support coordinator positions with 87 positions filled.

Joan McQuade informed the committee of the following: “All of our positions are filled and we've been working on that backlog. That backlog is now down to just double digits. I think it was 79. So we're very up to date currently with our incident redaction. We've got one staff member that has so much annual leave that she was able to take a partial day off yesterday and she won't be back until after the first of the year. But I don't think that's gonna impact us horribly in being able to keep up with our incident redactions, which I know has been challenging for a while with lots of staff and training staff. The two new folks that we've added to the team picked up the job very quickly and they should be up to speed very soon. I mean, just the fact of where we're at with our backlog two months ago, we had over a thousand in our back and we're down to just double digits.”

Updates from ADOA

Larry Allen reported no updates from ADOA this month.

Don Harrington asked **Larry Allen** a question: “We've talked about, in the past, about having a, some kind of ID and I guess that's for going to the facility for meetings and stuff. I don't know. Did they decide not to do that?” **Larry Allen** stated: “I can certainly get you an idea Don. If you need an ID that's not a problem. What I would need from you sir, if you could send me just a picture in front of a blank wall and if you can get that to me, then I could turn around, get that to my badging department and get an ID mailed out to your mailing address.” **Larry** said: “I'll just send you an email, so that way you will have it on top of your inbox.” **Bob Malloy** added: “We have another member, **Christine**. She's not here tonight Larry, but she probably needs a badge too.”

Updates from AHCCCS IOC Liaison

Fredreaka Graham had no update.

Updates from Integrated Health Plans

Dawn McReynolds (United HealthCare) did not have any updates.

Updates from DDD IOC Liaison

Jeffrey Yamamoto did not provide an update.

Michelle Rademacher shared the following: “The DDD Office of Individual and Family Affairs, Town Hall meeting will be held Thursday, January 5th from six to eight pm. DDD will present updates and announcements for the month of December. The IOC has received early policy notifications by email from the DDD policy team. If you need any assistance with that, let me know. We've been sending out emails to give the IOCs that 30-day initial notification above what the public would be receiving. That's regarding the new legislation that was passed this year. On Monday, December 5th, DDD announced that they will not be moving forward with the recently proposed Article 9 revisions at this time. The assistant director said that we'll likely be providing information on the next steps as it relates to Article 9 proposals, during the IOC Statewide Chairs meeting. The next IOC statewide chairs meeting for DDD is scheduled Wednesday,



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January 18th, at 10 am.”

Follow Up for IOC Liaison: Send the DDD IOC Statewide Chairs google meeting invitation to Don Harrington. Check with Don and Christina to see if they require assistance in emailing Larry photos for IDs.

Discussion, Review on Committee Membership

Bob Malloy asked if there were any new potential members. Michelle Rademacher stated that we had one individual that the volunteer coordinator told me may be interested in District North, but when I spoke to her on the phone, she conveyed that she was interested in a different district. There are no IOC DN candidates presented at the meeting.

DN IOC Officer Election

Bob Malloy communicated: “This is going to be my last meeting with Sandy. I announced that a couple months ago. There's a number of problems. We have a very poor Internet connection tonight. Actually, it's probably the best we've had in ages with our cell connect service. Here it is awful. We can't really talk on cell service. We're on the third provider in the last two years, and they're all bad here in the Cottonwood area. So, we live in some of the rural area and the cell tower where it's at, but it's not obviously lining up with our house, that's for sure. Second thing, I have a vision issue and it's become very difficult for me to read the incident reports. And with the combination of the internet, I am not able to get them. That makes it even harder to do my job as a chairman and same with saying we can't get into reports. And Sandy is taking care of her mother. Her mother lives with us. She's 95. And it's almost like we can't go anywhere out of town. We need a better care provider to come in and watch her. That's where we are at the level of care now. So it's pretty much a full-time job for her to say, at least.

Bob Malloy stated that between Don, Jody, and Christine, one of you needs to choose forward and become the IOC District North chairperson. And I'm going to recommend that Don be that person. You're the most knowledgeable person..

Don Harrington stated: “I'm not quite sure all the duties that are required for that position. However, I would be interested if for any other reason I really want to attend that meeting on the 18th about article 9. That is a kind of a pet peeve for me. But yeah, if you can send me the job requirements. “

Bob Malloy replied to Don: “You know, how. Will you email you the responsibilities of things here. There's pretty much the same thing as a member except that you'll be running an annual report. If you've read the annual report. It's a combination of reviewing the minutes, putting together highlights of things of what we've done in the district. And of course, the quarterly chairman meetings, and you just spoke about you attending there as a member. And of course, all of us read reports just like everybody else. We just divide them up.”



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Discussion and Review of Incident Reports and Behavior Plans

There was no discussion or comments made in reference to incident reports.

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

Christina Ostendorf -

The committee has received **September** 2022 reports. The September incident reports include **43** open and **254** closed reports. This is a total of **297** incident reports presented to the committee for review.

Incident Type	Open	Closed
Accidental Injuries	2	41
Client Missing	0	0
Deaths	0	1
Emergency Measures	0	4
Human Rights	4	4
Legal	0	2
Medication Errors	13	38
Neglect	18	25
Other Abuse	3	3
Other – Behavior	0	65
Other – Unkn Injury; hospital;	1	63
Physical Abuse	2	4
Property Damage	0	3
Suicide	0	1
Totals	43	254

The committee has received **October** 2022 reports. The September incident reports include **68** open and **443** closed reports. This is a total of **511** incident reports presented to the committee for review.



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Incident Type	Open	Closed
Accidental Injuries	8	73
Client Missing	1	1
Deaths	0	1
Emergency Measures	2	9
Human Rights	5	5
Legal	2	1
Medication Errors	15	70
Neglect	22	60
Other Abuse	3	12
Other – Behavior	1	122
Other – Unkn Injury; hospital;	6	74
Physical Abuse	1	9
Property Damage	2	6
Suicide	0	0
Totals	68	443

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.

Adjournment

After some discussion about an interview to be done by a third party asking the IOC for feedback regarding HCBS on services like Attendant Care, Respite, Day Program, Employment Services. Michelle explained that they want to see if there's any barriers. They want to get feedback from the IOC to know how those services are being delivered or your feedback on how they're being delivered and if they're any barriers due to languages due to the different ethnic backgrounds, races and other factors. That came from Nicolle Fidel. The interviewer has been contracted to collect this information. **Don Harrington** agreed to meet for the interview telephonically. This was coordinated by Michelle and confirmed to occur immediately after the meeting.

Bob Malloy adjourned the meeting at 5:55 pm.

The next meeting is set for Wednesday, January 18, 2023, at 5:00 pm.