



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Call to Order**

Meeting called to order by Committee Vice Chair, **Keith Jansen**. The date is December 12, 2022, at 1:01 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.

**Meeting was held virtually via Google Meets**

IOC Members:

- **Keith Jansen**
- **Sharon Moyer**
- **Octavia Lamb**
- **Genevieve Valenzuela**

Absent Members: **Mario Gutierrez**

Public in Attendance: **None**

Health Plan Liaisons:

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

ADOA: **Larry Allen**

AHCCCS: **Fredreaka Graham**

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

**DDD District South IOC-Conference Call (2022-12-12  
13:01 GMT-7) - Transcript**



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

## **Attendees**

+1 480-\*\*\*-\*\*17 (Vera Kramarchuk/Mercy Care), Andrew Miller (DDD DS QI Supervisor), Erin Benjamin (United HealthCare Liaison), Fredreaka Graham (AHCCCS IOC Manager), Genevieve Valenzuela (IOC Member), Jeffrey Yamamoto (DDD IOC Liaison - DC & DE), Joan McQuade (DDD IOC Manager I), Joseph Tracewell (DDD DS QI Manager), Keith Jansen (IOC Chairperson), Lawrence Allen (ADOA Liaison), Michelle Rademacher (DDD IOC Liaison - DN, DS, DW), Octavia Lamb (IOC Member), Sharon Moyer (IOC Member) - Mario Gutierrez (IOC Member) was absent for the meeting.

**Transcript** - *This editable transcript was computer generated. Minor editing was performed for accuracy.* **Meeting was held virtually via Google Meets.**

## **Call to Order**

**Keith Jansen:** This is Keith Jansen District South chair of the IOC. It is now 1:01 PM. So I'm going to call the meeting to order.

## **Welcome and Introductions**

**Keith Jansen:** Okay, can we have some introductions? Who's ending in .. 17?

**Jeffrey Yamamoto:** I believe that's going to be Vera on the phone, ending in ..17.

**Michelle Rademacher:** That's what I was about to say. It is Vera.

**Keith Jansen:** Okay.

**Keith Jansen:** Then we got Genevieve.

**Genevieve Valenzuela:** Hi, I'm Genevieve. Valenzuela also IOC committee member

**Keith Jansen:** okay, after that, it's just going to get Kind of weird, Andrew.

**Andrew Miller:** All right. Andrew Miller, incident management specialist here in District South

**Keith Jansen:** Okay. Erin

**Keith Jansen:** Okay, Frederica.

**Keith Jansen:** Can't hear you.

**Fredreaka Graham:** Fredreaka Graham, with AHCCCS.

**Keith Jansen:** Okay. Thank you.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Keith Jansen:** Jeffrey.

**Jeffrey Yamamoto:** Jeffrey Yamamoto, the IOC Liaison for District Eastern and District Central.

**Keith Jansen:** Joan.

**Joan McQuade:** Joan McQuade, Office of Individual and Family Affairs, supporting Michelle and Jeffrey.

**Keith Jansen:** Okay, Joseph.

**Joseph Tracewell:** Joe Tracewell District, South Quality,...

**Joseph Tracewell:** Improvement Manager.

**Keith Jansen:** Lawrence. Larry.

**Lawrence Allen:** Larry Allen with Adoa.

**Keith Jansen:** Okay, Michelle.

**Michelle Rademacher:** Michelle Rademacher DDD IOC Liaison, District South, District West District and District North

**Keith Jansen:** Okay, I hope I didn't offend anybody by just using your first names without permission.

### **Call to Public**

**Keith Jansen:** Everybody here seems to be acquainted with our system. So we don't have anybody from the general public.

### **Acknowledgement of DDD QI Response to IOC**

**Keith Jansen:** DDD QI response, IOC. I wanted to tell you Joe, appreciate you, getting back to us on that matter we sent you. It's always nice to know.

**Joseph Tracewell:** Well, no problem.

**Keith Jansen:** That. you know, when we have concerns that somebody's actually Looking them over paying attention to them.

**Joseph Tracewell:** Absolutely anytime.

**Keith Jansen:** Okay.

**Keith Jansen:** Because we lose we actually lose members because you know, they feel like nobody's paying attention. So, when we get that, we know somebody's paying attention and do appreciate that.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Announcement of DS IOC Elections**

**Keith Jansen:** Announcements about the election. Genevieve, you weren't here last month? Correct?

**Genevieve Valenzuela:** Correct.

**Keith Jansen:** Just to let you know. We did have the election for IOC Chair and vice chair; and, I was elected chairperson and Mario is going to be the vice chair.

**Genevieve Valenzuela:** Okay, congratulations.

**Keith Jansen:** Yeah. Thanks. You're lucky you weren't here. I might have put you up for it.

**Keith Jansen:** But I did want you to know it's, it's official. Sorry, you couldn't make it.

**DDD Staff updates**

**Keith Jansen:** Okay, DDD staff updates.

**Joseph Tracewell:** Nothing from QI.

**Keith Jansen:** Okay.

**Joan McQuade:** This is Joan and just to let you know, we now have two more redactors. So we have a total of four and we've been making considerable headway on the backlog. So I just wanted to let you know that. That backlog should be gone. I'm going to say by close to the end of the year, beginning of February.

**00:05:00**

**Keith Jansen:** Oh thanks. I really needed this. But having trouble keeping up. Because you're redactors are so good.

**Joan McQuade:** Yeah. Well, you know we had a period there where it was kind of like shoveling into the tide, everything just can't,...

**Keith Jansen:** Yeah.

**Joan McQuade:** you know, but it seems to be low tide at the moment. So things are getting out there.

**Keith Jansen:** Yeah, we have all our opens done. So, we just got to get the closed done. Even the stuff you just sent out is,...

**Joan McQuade:** Okay.

**Keith Jansen:** That's open is finished. so,



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Joan McQuade:** Well, I'm glad that we were able to not to overwhelm, You don't have to rush but we're glad that we're getting some headway.

**Keith Jansen:** I'm hoping to keep up by the end of the year to be able to say that whatever we had had eyes on it. We were able to do that last year. Any other DDD staff updates?

**Updates from Arizona Department of Administration**

**Keith Jansen:** Okay, updates from Arizona Larry.

**Lawrence Allen:** Good morning or good afternoon. I have no updates from AdOA this month.

**Keith Jansen:** Okay.

**Lawrence Allen:** Any questions or concerns? I might be able to answer, or get answered for you?

**Keith Jansen:** oh, not right off that I can think of anybody else. Any of the other IOC members?

**Keith Jansen:** Sharon.

**Lawrence Allen:** Okay.

**Sharon Moyer:** Me.

**Keith Jansen:** Yeah, any questions for Larry?

**Sharon Moyer:** I don't believe so.

**Keith Jansen:** Okay. Just want to make sure.

**Lawrence Allen:** Okay, you know how to reach me if you do.

**Keith Jansen:** I'm not reaching anybody right now.

**Keith Jansen:** I broke my left. Collarbone

**Lawrence Allen:** oh, Well,...

**Keith Jansen:** That's why I'm like,...

**Lawrence Allen:** take care of that.

**Keith Jansen:** Yeah, and there's an apartment complex, the sidewalks, you know, their squares sometimes they're up and sometimes they're down and so, they don't match up and I had my hands full and I tripped over one of them. Didn't want to fall on my face. So I fell on my arm and broke my collarbone.

**Keith Jansen:** Ah, Sharon's back again.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

Lawrence Allen: Hmm.

Keith Jansen: You're on mute, Sharon.

Sharon Moyer: Sorry, I was in transit and now I'm sitting on my desk. So,

Keith Jansen: That's all right, that's fine. Just glad to have you here. May need to get a lawyer like you.

Keith Jansen: Anyway, yeah, I'm not too happy with them. So, any updates from the integrated health plans?

Lawrence Allen: Not going to imagine.

**Updates from Integrated Health Plans**

+1 480-\*\*\*-\*\*17: This is Vera from Mercy Care. No updates this month.

Keith Jansen: Okay, glad to see. You made it Octavia.

Keith Jansen: Can you hear?

Erin Benjamin: No Update.

Octavia Lamb: Thank you. I'm glad I was able to make it too. Hopefully, hopefully,...

Keith Jansen: just, Okay,...

Octavia Lamb: I didn't miss too much.

Keith Jansen: just to let you know, there's one thing I want to make sure to let you and Genevieve know because you weren't last month's meeting. We held the elections for the IOC South. District.

Keith Jansen: Officers. and,

Keith Jansen: Mario is gonna be the vice chair and I got elected as the chairperson.

Octavia Lamb: That's awesome.

Keith Jansen: Okay, just wanted to let you know, you know, it it happened. It was all legal and everything. Oh,

Keith Jansen: Okay. Anything else from any of the other integrated health plans?

Keith Jansen: Anybody else, okay, I thought there were at least three of them there.

Keith Jansen: How about from? Jeffrey.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**00:10:00**

**Jeffrey Yamamoto:** I don't have anything. Michelle will be filling in if she has something for you guys.

**Keith Jansen:** Yeah, I know. I'm just Figured, I'd give you both the shot. Michelle, do you have any updates for us?

**Updates from DDD IOC liaison**

**Michelle Rademacher:** I just have a little update. I wanted to just give you guys a couple reminders. On Wednesday, November the 23rd, I sent an email to the committee with responses from the DDD district quality on your ongoing IR comments.

**Michelle Rademacher:** On Monday, December 5th, DDD announced that we will not be moving forward. The recently proposed Article 9 revisions at this time. The assistant director, Zane Garcia Ramadan will likely be providing information on the next steps as it relates to Article 9 proposals during the IOC Chairs statewide meeting. The next IOC statewide meeting, Chair statewide meeting, is currently scheduled for January the 18th at 10 am.

**Michelle Rademacher:** And then also DDD emailed, all of the IOC members, a total of eight early policy notifications on December 7th..

**Keith Jansen:** Yeah, happy birthday for it.

**Michelle Rademacher:** What, what?

**Keith Jansen:** Heck of a Day for It, December 7th.

**Michelle Rademacher:** Yeah. Yeah. And then on the last update I have is there will not be a public town hall meeting from DDD in December, this month. The next one will be held Thursday, January 5th from 6pm to 8 pm and that's where they'll present updates and announcements to the public.

**Keith Jansen:** Understand.

**Michelle Rademacher:** That's it for me.

**Keith Jansen:** Octavia's back.

**Keith Jansen:** Okay. They were talking about Article 9 if we're not going to hear anything about it until next month.

**Keith Jansen:** because, They had so many comments and...

**Octavia Lamb:** Okay.

**Keith Jansen:** things that. They said all, this working in and the legislature said. Nope, not quite



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Keith Jansen:** But we'll get more specifics next month on the fifth. I think it is. Or no, at the state meeting on the 18th. Will give us more updates.

**Michelle Rademacher:** Yes.

**Keith Jansen:** If they have any

**Keith Jansen:** I wouldn't bet on that. It's politics. It's the holidays. They'll just be getting back to the office. Okay. Do we have any?

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

**Keith Jansen:** New members that want to join, or anybody wants to? Put up for membership.

**Keith Jansen:** Oh well. I was hoping to hear, you know, five or ten names, you know.

**Keith Jansen:** It would have been a nice Christmas gift for the IOC committee. Okay.

**Keith Jansen:** We? so far as I know, we don't have any

**Discussion and Review of Incident Reports and Behavior Plans**

**Keith Jansen:** So far as I know, Ir. Incidents that we have to go into executive meeting for anything. Does anybody else have one? I mean, I don't,

**Sharon Moyer:** I don't Keith, but I have a question.

**Sharon Moyer:** About kind of, general question. Um,

**Keith Jansen:** Yeah.

**Sharon Moyer:** if that would be okay.

**Sharon Moyer:** one of the things that,

**Keith Jansen:** As long as it's not about a specific report. You're a lawyer,...

**Sharon Moyer:** Let me just think for a second, how I want to frame it. With the getting the IR response.

**Keith Jansen:** you'll do right?

**Sharon Moyer:** In Excel format. I personally am having a difficult time. Remembering what the case was? Well. So, I can't. I can't really satisfy myself with the comment that I made. You know, resulted in,...

**Keith Jansen:** It.





**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Sharon Moyer:** you know, had a result. I think it answers my question. Because I don't have the report anymore.

**00:15:00**

**Sharon Moyer:** And then I get the excel, you know, sometimes a while later I'm wondering if anybody else is struggling with it. The follow-up Excel responses to our comments and the IRS.

**Keith Jansen:** I'm not having any problem with it.

**Sharon Moyer:** I mean, how do you? Know the report to remember what the issue even was.

**Keith Jansen:** Uh, just good brain power. for me anyway...

**Sharon Moyer:** Huh. I got that.

**Keith Jansen:** because well, I'm sorry, it's just, it's not like we send in, you know, a lot of really overwhelming, you know, problems.

**Keith Jansen:** but, Joe, is there a way that? They could. Your department could make it any more obvious to us when we're reading them. You know, what you sent us, the responses you sent us, to remind us. What?

**Keith Jansen:** our cases. It was for

**Joseph Tracewell:** I'm not sure that I would be the person to ask that we received the questions with only reference to the incident number. So I have to look it up myself. Obviously, I have the ability to do that. I don't know if there would be a way that the incident description could be included, that would be more of a question for Joan, Michelle, or Jeffrey. I think.

**Sharon Moyer:** yeah, I mean to make it an actual Review Legitimate Review.

**Keith Jansen:** Okay.

**Sharon Moyer:** I would need to be able to go back to better report, like you can

**Keith Jansen:** Okay, Joan. You have something to say.

**Joan McQuade:** Well, just a question after you review the incidents? Are you still able to go back and view them?

**Sharon Moyer:** No, I think the incident reports go away, don't they?

**Keith Jansen:** They get archived.

**Sharon Moyer:** So do I still have access to Michelle? I,



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Michelle Rademacher:** Yes, you do. If you go into the drive and you go into the Archive folder you can search on that way. I understand what you're saying about your difficulty because you need an identifier like the IR number. So if you find a response on the Excel sheet and you copy that incident number and then you go into the Archive folder at the top. You can search and it'll pull it right up for you.

**Sharon Moyer:** Absolutely, I didn't know that we could get there through the archive. Thank you. That answers my question.

**Michelle Rademacher:** Certainly not a problem.

**Keith Jansen:** That's what we are here for.

**Michelle Rademacher:** And we did have one committee that had asked Jeffrey and I when we completed that spreadsheet, if we would put... Because we put the name of the IOC member, that's asking the question, but this committee member was also tracking some members. So if that helps you as well, if you have certain members, you're following or tracking, let us know. And we can put that on the Excel spreadsheet as well.

**Sharon Moyer:** Up, thank you. I'm not but I appreciate

**Michelle Rademacher:** Okay. Sure.

**Keith Jansen:** Okay, satisfy your interest. Okay, that's what we're here for. Because it doesn't help if you're doing something and you got no idea what you're doing. You know what I mean?

**Sharon Moyer:** I'm on a significant learning curve so I need that info as much as I can get it.

**Keith Jansen:** No problem. I'm still on a learning curve myself. I think. All of us are. I mean, no matter how long you've been doing this because like they change Article 9, they change this to change that, you know, everyone's wrong. So Yeah, always on the learning curve.

**Keith Jansen:** okay, so we don't have any IRS that need Discussing. Unless I'm gonna do this just to make sure Octavia. Did you have any

**Octavia Lamb:** No, I did not.

**Keith Jansen:** Okay, Genevieve, did you have any? okay, I didn't so everybody got asked so,...

**Genevieve Valenzuela:** No.

**Keith Jansen:** You know, there can be no mistake. Is there anything that anybody wants to bring up to us? That might be of interest to the IOC committee.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**00:20:00**

**Keith Jansen:** because right now, We've finished going through everything on the agenda. I set one little thing.

**Keith Jansen:** I'm kind of sneaky. I didn't tell Michelle to put this on the

**Keith Jansen:** agenda. And first of all, my apologies, if I offend anybody when I say this, Merry Christmas to you all. And you all have a very new year.

**Sharon Moyer:** Merry Christmas.

**Octavia Lamb:** yes, Merry Is Keith and...

**Genevieve Valenzuela:** Same.

**Octavia Lamb:** thank you. You too.

**Keith Jansen:** And I thank you all for everything you do.

**Lawrence Allen:** Thank you. Keith you too.

**Keith Jansen:** Oh gosh.

**Michelle Rademacher:** I second that.

**Keith Jansen:** Wonder, we're just gonna. I was just thinking which would be better. Alaska.

**Keith Jansen:** Well, it's so cold here. It's not usually 23 degrees, you know. This week.

**Genevieve Valenzuela:** Yeah.

**Keith Jansen:** it's more, like,

**Jeffrey Yamamoto:** Alaska's worst. I just talked to my son.

**Keith Jansen:** I know, but that's where they're Depending on. the weather because it's even in, I talked to one of my officers in Washington. They've got feet and feet of snow, so don't know if I'll be able to fly up there. All kinds of problems. Anyway, I'll see you all next month. Thank you very much for attending.

**Keith Jansen:** Sorry, I didn't have any more for you.

**Michelle Rademacher:** so the the next meeting is scheduled for January 9th, if that suits the committee

**Keith Jansen:** Anybody on the committee have any objections.

**Sharon Moyer:** It sounds fine.



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

**Keith Jansen:** Octavia.

**Octavia Lamb:** No, objections. If I have any, I'll just send an email.

**Keith Jansen:** Okay.

**Keith Jansen:** Anybody does? Do any of the departments, the DDD departments, have any problem with that?

**Joseph Tracewell:** No, we're here.

**Keith Jansen:** Still be out of town or something, you know.

**Keith Jansen:** Hey man, you know, your government employees, you get paid big time. You can take vacations, We don't get paid.

**Adjournment**

**Keith Jansen:** okay, so then the date is the 9th of next month, 1:00 pm. Other than that, if there's no further business for anybody. Going once. Going twice.

**Keith Jansen:** I, as of 1:24pm on the 12th of December. I declare this meeting, Adjourned.

**Octavia Lamb:** Thank...

**Genevieve Valenzuela:** Okay, thank you.

**Octavia Lamb:** take care.

**Joan McQuade:** Thank you.

**Genevieve Valenzuela:** Happy New Year.

Meeting ended after 00:23:27 🙌



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, December 12, 2022 – 1:00 PM to 3:00 PM**

For all of **October** IRs, the Committee members have been given **633** for October incident reports in the Shared Drive. This included **62** open and **571** for closed reports.

<b>Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injury	4	97
Consumer missing	0	13
Deaths	7	4
Emergency Measures	0	0
Human Rights	6	8
Legal	3	5
Medication Errors	11	66
Neglect	18	51
Other Abuse	6	8
Other-Behavior	2	200
Other -Injury unknown	2	109
Physical Abuse	3	10
Property Damage	0	0
Suicide	0	0
<b>TOTALS</b>	<b>62</b>	<b>571</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**.

**The next regularly scheduled District South IOC meeting is on January 9, 2023 at 1pm.**