



**Division of Developmental Disabilities (DDD)  
District West Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Tuesday, January 24, 2023 – 5:30 PM to 7:30 PM**

**Call to Order**

**This meeting is being held virtually due to the Coronavirus (COVID-19) concerns.**

Meeting called to order by **De Freedman**. The date was January 24, 2023, at 5:38 pm. The address of the meeting was Virtual, no physical address.

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**Welcome and Introductions**

Attendance in Person: **None - This meeting was virtual only due to COVID-19 concerns**

Attendance by Google Meets unless noted:

- **Diedra (De) Freedman**
- **Brad Doyle**
- **Bernadine Henderson**
- **Diane Concolino** (by phone \*\*27)
- **Pat Thundercloud** (by phone \*\*37)
- **Cynthia Macluskie**

Absent:

- **Shelly Vinsant**

Public in Attendance:

- **ArielleVoltaire** (IOC Member Applicant)
- **Olivia Fryer** (Autism Society of Greater Arizona)

Arizona Department of Administration (ADOA):

- **Larry Allen**

AHCCCS IOC Liaison

- **Fredreaka Graham**

Healthcare Plan Liaison

- **Janet Holtz** (Mercy Care) Ombudsman
- **Dawn McReynolds** (United HealthCare) Member Advocate

DDD staff and Guests:

- **Leah Gibbs** (DDD Office of Individual and Family Affairs Administrator)
- **Diane Kress** (DDD District West Quality Manager)
- **Michelle Rademacher** (DDD IOC Liaison - DW, DS, DN)
- **Joan McQuade** (DDD OIFA Manager - support IOC Liaisons)



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The Committee, DDD staff and guest, ADOA introduced themselves.

The IOC make up in attendance: **De Freedman** is a former Lawyer and a Chief Compliance Officer as well as a parent of former DD member. **Bernadine Henderson** is a former Special Education School Teacher and a current Foster Parent as well as parent of two DD members. **Cynthia Macluskie** is the President of the Autism Society of Greater Phoenix, parent of DD member and licensed insurance agent.. **Brad Doyle** is a Parent and Advocate; **Shelly Vinsant** is a Parent and Advocate as well as a past administrator of West Valley Autism support group and has a BA in Psychology. All these members have/had children who have/had services with DDD.

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**Call to Public**

**De Freedman** asked the two present if there was anything they would like to say.

**Olivia Fryer** said she was just sitting in today.

**Arielle Voltaire** said no.

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**Statewide DDD IOC Chairs Meeting Update**

**De Freedman** shared that Nicolette Fidel of DDD is now the Chief DDD Operating Officer.

**Cynthia Macluskie** asked if that is taking the place of Zane or different? **Leah Gibbs** explained that it is giving Zane some high level of support overseeing Network, Eligibility, and the Office of Licensing Certification and Regulation.

**De Freedman** explained that Linda Mecham from DDD District Central IOC talked about how they noticed there's a problem with PRC with the spending plan paperwork, there's a problem with the public fiduciary, they don't complete the spending plan paperwork. De made the comment that at least in District West, we'd like to make sure that all the I's are dotted and T's are crossed. De stated, "we want them filled out properly and we want them filled out adequately because they're part of the medical record because we're dealing with Medicaid funding. So, I'm really concerned about why the? Why no one has an answer as to why the spending plan paperwork, who's supposed to complete it when you have a public fiduciary?" De asked the committee if they agreed with her comment in wanting answers on the policy due to the medical documentation. De stated that it's up to the committee on making a determination in concentrating on getting answers on the topic and making sure there is more professionalism from DDD.

**Patricia Thundercloud** said she feels it's up to the public fiduciaries to be accountable on their charges.

**Diane Concolino** asked if it was unlawful? De stated she feels the committee "should ask for clarification from DDD and from the public fiduciary to see whether or not it is legal or illegal." She stated, "We view the individual Spending plan because you're talking about human rights with



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individuals. And we've asked DDD, when DDD is the rep payee for members, over the years that I've been here. We've asked DDD about oversight, auditing and procedures. And I've been very disappointed. Um, there's a DDD unit out of Tucson. And people get assigned alphabetically. They don't get assigned. There seems to be no database. So if you have three different individuals who live in a group home, and their last names are Apples, Smith and Jones. They may have a different person assigned to them. And there have been abuses in the past.” De shared, “There was a case where somebody had a prepaid funeral. There was a second pre-planned funeral that they didn't need that, they were spending money on and it turned out that the support coordinator had a friend who sold prepaid funeral plans.” She said, “It wasn't picked up by DDD because the auditing. As I said, it's they don't have a searchable database so that they can track and trend this stuff and I guess there were different people in the rep payee's office. Because it's a centralized office down to Tucson so they can't see these trends.

**Bernadine Henderson** added her input that she noticed when doing PRC, sometimes they are not filled out at all and she requests the spending plan to be complete. Bernadine said she always makes the comment because it should be part of the planning document to show where the member's money is going or where it is supposed to be going.

**De Freedman** shared with the committee that during the Statewide IOC meeting, questions about planning documents and why members cannot sign, people who don't have guardians who are not fully literate, cannot sign their name. She said, “And if, if these are legal documents. Why isn't everybody? Why isn't everything being signed as it should. So those concerns were brought up.”

**De Freedman** shared that Zane Garcia Ramadan, DDD Assistant Director, announced that the Article 9 rulemaking was terminated. If DDD wants to rewrite Article 9 they have to start over again. De expressed her opinion that DDD OIFA should be responsible for re-writing Article 9 because they're the entity that is supposed to be protecting the human rights of DDD members.

**De Freedman** provided the committee with information on the IOC meetings and the new google feature that provides a meeting transcript. The IOC liaisons make sure the transcript is correct and can post the transcript as the meeting minutes as opposed to a summary and interpretation from the liaison as to the written meeting content.

**Michelle Rademacher** provided clarification that the liaisons would like each committee to choose if they are using a transcript for the minutes or not. Michelle stated the transcripts are reviewed for accuracy. She stated the transcripts from the Statewide IOC meeting was 54 pages.

**Patricia Thundercloud** asked if the committee could take a look at the transcripts before making a vote. Michelle stated the the Statewide IOC minutes are posted on the ADOA website. Michelle stated the transcripts for the current District West IOC meeting could be sent out in an email to the committee for review.

- **Motion about using transcripts or notes for meeting minutes was asked from De.**
- **Patricia Thundercloud made the motion that the committee postpones the vote until next month on the transcript.**
- **Brad seconded the motion.**



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- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**
- **There will be a vote at the next meeting on the minutes format.**

**Brad Doyle** asked some questions regarding the spending plan and on the DDD residential billing process. He stated his understanding that the billing is a percentage of the member’s SSI or SSDI benefits. Brad said the room and board is 70% and the other 30% was the member’s spending money. Leah Gibbs confirmed that is correct as it relates to group home billing. Leah added if the member lives in a developmental home, then the daily room and board rate is “generally lower than the full 70% so that they’re billed either the 70% or the daily rate, whichever one is less.” It was clarified by Leah that the money for room and board does not automatically come out of the member’s social security benefits. The representative payee would pay the bill. It was also clarified by Leah that the payment does not go directly to the group home. The money goes “to DDD and those funds are handled through the state in the general funds”.

**Brad Doyle** shared in his understanding of the concerns about the member’s spending plan and added concerns about the Maricopa County Fiduciary office. He shared there have been numerous articles in the paper about concerns that the committee needs to consider. He shared it was about numerous attorneys. Brad shared a story where issues, either the elderly or a disabled person, had a million dollars and the attorney who was acting as fiduciary sucked up all the money. The person ended up being an ALTCS eligible person. He expressed his feelings as this is something that might need to be addressed. He reiterated that the people that are handling the money for ABLE accounts and or special needs trustees, need some kind of monitoring. He added the information that in the state of Arizona, the monitoring for the trusts are under the jurisdiction of the Probate Court. She added if the committee wants to explore as an IOC, then the probate court would need to come to explain things.

**De Freedman** shared as part of the Statewide IOC meeting, the topic of DDD members at the Arizona State Hospital, ASH, was discussed. De shared that two members from District Central and one from District East have been residing at ASH for a decade. Information from a standing committee meeting regarding Arizona psychiatric hospitals provided testimony from the public. A woman who spoke was a guardian for her brother who was a resident at ASH. The woman revealed her brother has a developmental disability. The woman shared the doctors at ASH removed the individual’s autism diagnosis so the hospital wasn’t required to have a treatment plan for his ASD. The woman had no oversight as a guardian since the individual was in a psychiatric hospital and that trumped her authority on making any decisions for the individual to which she was guardian for. It was also learned that a violent incident while in the psychiatric hospital can result in an arrest and jailing because it is a felony in the state of Arizona to physically threaten or assault a healthcare worker. The individual’s guardian shared the member was more violent in the hospital due to the medications the ASH doctors changed him to. She shared the individual was getting better psychiatric care in jail than in ASH. This brought up the topic of Article 9 concerning where DDD members’ protections do and do not protect them. It is unclear to the committee as to whether Article 9 covers a member anytime DDD dollars are spent, which would mean a DDD member, with long term care coverage through the managed care organization, would have Article 9 protections everywhere and apply with all providers in the long term care spectrum. It was unclear to the committee if the Article 9 protections otherwise only apply to DDD qualified vendors which are in network providers of DDD.

The committee members did discuss their concerns about the psychiatric hospital having authority to change an individual's diagnosis and any collusion associated with that. **Patricia Thundercloud and Cynthia**



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**Macluskie** expressed concerns on an individual's human rights and the fact that changing a diagnosis changes medications and treatment plans which may or may not be needed to help the individual. Cynthia added since an individual's guardian has no say on treatment when an individual is in the psychiatric hospital, who is the advocate for the person or can the hospital do whatever they want? Cynthia asked if someone from DDD goes to ASH and checks on the DD members on a regular basis? **Leah Gibbs** added that the DDD behavioral health unit continues to follow members who are in ASH. Leah added, "DDD continues to be aware of any DDD member who has been ordered into ASH, and the three that we are aware of... we are absolutely aware, informed, and follow the process" of monitoring them.

**De Freedman** shared that, for the DDD members at ASH, DDD District Central IOC was receiving incident reports on their members. There is a rumor that ASH is no longer going to send them to DDD and the DDD District Central IOC is going to have to ask AHCCCS for the reports now. Larry Allen provided information stating that it was a rumor, which is not true. He said he spoke with Lisa Winn who is the Chief Quality Officer at ASH. Starting from this month, the reports will be sent to the DDD liaisons to redact and share with the IOC. He also clarified that there are three DDD members currently at ASH.

**De Freedman** shared that ASH has an IOC. It is unclear what kind of oversight they do. She shared that DDD, ADHS (who has oversight for ASH) and AHCCCS meet monthly.

**De Freedman** provided information about where our DDD members could also be at risk since there is no DCS Foster Care IOC and potentially no one was watching over their rights and safety. She shared that by law it's supposed to exist (DCS IOC), but it does not. She wondered what kind of authority DDD IOCs have regarding the protection of individuals who are under DCS's care and receiving services from a DDD entity, especially those who are DDD long term care eligible.

**De Freedman** provided information that AHCCCS is sending out a RFP request for proposal regarding new behavioral health facilities that will meet the needs of individuals who are dual diagnosed with an intellectual or developmental disability and a behavioral health or mental health condition for whom currently there are no adequate facilities. The contracting is going through AHCCCS to meet the needs of everyone in that category since not all individuals with intellectual and developmental disabilities in the state of Arizona who are AHCCCS members are also DDD members.

**De Freedman** provided more information from DDD Statewide IOC meeting sharing that IOC membership was brought up. DDD District North IOC is struggling with three members. They are holding meetings but they can't take a vote because they don't have enough members. Michelle shared they are holding meetings and reviewing incident reports. **Larry Allen** looked up the requirements for voting and shared in chat that it takes four members before a vote can be held.

**De Freedman** shared that during the Statewide IOC meeting Zane Garcia Ramadan in his update informed the committee that Michael Wiseheart is leaving on January 30. The new DES director is Angie Rogers who was appointed by Governor Katie Hobbs, will take over on February 1 after which the direction of DES and DDD will be identified. DDD did share that they have hired over a hundred new DDD support coordinators. **Leah Gibbs** added that legislatively, DDD budgetarily did an bump for support coordinator to receive an extra raise. The onboarding process for the new support coordination hires was improved to include mentorship programs and other retention strategies are in place to not just get people in the door, but to make a setting that they feel successful and want to stay.



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**De Freedman** shared that during the Statewide meeting it was learned that DDD has almost 50,000 members. The actual number is 49,630 DDD members. Out of the 49,630 members 39,234 of them are DDD ALTCS. That population grew by 4.5%. There are 6,078 DDD targeted members. Those are individuals who don't qualify for ALTCS but do qualify for AHCCCS. De stated, "This is a significant number." This was a 9.5% increase in DDD targeted members. Only 4,348 are state-only and that's up by, even bigger, by 23%. That means they don't qualify for ALTCS or any other AHCCCS program. All they qualify for is state funding. All they receive from DDD is support coordination. **Leah Gibbs** shared that "it's not uncommon those state only are the birth to three year old children who may also qualify for AzeIP but the family has resources and insurance."

**Bernadine Henderson** shared that her son is one of those that only has DDD coordination. She said he work a full-time job. He does not qualify for AHCCCS. His worker helps him get food boxes from the food bank and checks in on him probably more than they are required to do. She said they have been very helpful.

**De Freedman** provided more from Statewide. She explained Zane updated the IOCs on WellSky, the new DDD billing system. Zane explained that there have been bumps along the way. Before WellSky, DDD had 645 qualified vendors. After WellSky was implemented, they have 644 vendors billing in the new system. He didn't know why one vendor was lost. Leah Gibbs shared that prior to WellSky going live, there were several training sessions every single day, which were made available to the vendor community to support them. Since the system has gone live, if a vendor is experiencing a problem, they can reach out through a special email box that is set up for vendors and those issues are worked on as they come in. DDD has been doing an ongoing analysis of the amount of money paid out to vendors since implementation. It was found that DDD has paid out more than the four months prior. When a vendor is experiencing an extreme problem, DDD is connecting them with one-on-one and offering support. Leah asked the committee, if there is a vendor reaching out to them as IOC, please refer them back into DDD customer services so that DDD can connect them so the funding goes where the vendors can stay in business and make their payroll and other things.

**De Freedman** added the vendors are using the new WellSky system and also are EVV system. She said, "And most of them have chosen rather than to use those two systems. They go out and they buy a commercial product that coordinates with those systems so that they can have integrated office functioning. So you're talking about three different products that all have to work together plus their own internal procedures. So it's very complicated in the permutations that are happening." "For at least the next 12 to 18 months realistically, as the systems all, learn how to talk to one another and work most efficiently together." De added that it doesn't all sit on the shoulders of DDD alone. AHCCCS is having trouble with their response to their provider customer service mechanisms. Per De, AHCCCS is telling people to anticipate delays because there are more problems than their staff can address immediately. There were so many pieces implemented at the same time with AHCCCS and DDD. DDD didn't have a choice, they had to do this.

De Freedman provided more from Statewide. Zane talked about House Bill 2865, the group home monitoring project DDD. Zane shared that a contract with ACDL, Arizona Center for Disability Law, on the group home monitoring for those with complex care needs has been established. De asked about measurables. ACDL is going to monitor a few hundred group homes and will also be reviewing a select



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number of quality, QOCs (quality care compliance). De stated that there are actual measurable deliverables written into the contract. Leah stated she has not read the contract but she does know that there were conversations about deliverables.

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**Opportunities to get involved (from Statewide)**

**De Freedman** talked about ARPA funding, a discussion from Statewide. DDD is using it for training for behavioral health providers. Suzanne Arnold has put together a work group. If any IOC members are interested in being on that work group, all that is needed is to send an email to Suzanne ARnold. De shared that she volunteered. She asked if anyone was interested. **Cynthia Macluskie** stated she might be interested.

**De Freedman** asked **Leah Gibbs** to share information on her work group. De shared that Leah is putting together the other thing that DDD is doing with it's ARPA money, which is reinstating positive behavior support. Leah is putting together a workgroup to help, starting with reviewing best practice curriculum.

**Leah Gibbs** described the project to the committee. She said DDD wants to try “to reinstate positive behavior support training to be available, not only to our direct care professionals, but also to families, who would like to have access to the training. Part of what we're doing is identifying a curriculum that can be used. It may be two different curriculums and maybe one curriculum. But could be used for family members as well as for direct care workers. The work group will be reviewing existing curriculum to make a recommendation that I would take back to the executive leadership within DDD to get approval to roll it out. We would be looking at incentive funding, to go to the qualified vendors to have them provide that training to their direct care workforce. And we would be looking at a contract with an agency to help us rolling it out for families. At this point, I've done outreach through Nasddd, which is the National Association of State Directors for Developmental Disability Services to other states to ask if they're using a curriculum and if they would share it with us and I've had a couple states send me their curriculum and I've had a couple states that want to meet with me to talk about their curriculum. We've done outreach to Northern Arizona University to the Institute of Human Development for their information, Raising Special Kids for theirs. And we're putting together a survey to go out to the qualified vendor network because we may very well have vendors in our network that are using a curriculum that we could potentially consider for this purpose. So the first work group that we're pulling together is going to be a curriculum review committee. It doesn't mean you have to know how to write curriculum, but you can certainly have an opinion about reading. It doesn't make sense. Do you feel like it would set that foundation to support the members and families? The work group itself is made up of a variety of folks. I've reached out to our Developmental Disability Advisory Council. They have folks who are going to be on the group. Independent Oversight Committee will finish that one up here, but I have some, the Developmental Disability Planning Council, Raising Special Kids. We have a new member to the AHCCCS OIFA team who is going to join us on this work group. We've got outreach to four of our qualified vendors. I've already heard back from one and we're going to get representation on the work group. And then we also have folks that are part of the ABA or BCBA network. I apologize. I don't mean to say that wrong so board certified behavior analysts who have also agreed to help us on the work group and I am I to let you know that at this point Linda Mecham has volunteered. Bernie has volunteered. And then Dawn Harrington from District North and Kim Foy who was the new district North IOC member has also expressed interest to be on the work group.”



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**Policy Notification Review and Discussion**

**De Freedman** asked **Larry Allen** if the 60 day notification kicked in now instead of the 30 day public comment period, IOC gets an extra 30 days making it 60 days. Is that law now effective? Larry said yes. Leah Gibbs said it's been in effect. She added that DDD did implement prior to the actual legislation date of implementation.

**De Freedman** said the IOC did not get a copy of what DDD sent to GRRC regarding Article 9 in advance. Leah explained that is a rule and not policy. De expressed that IOC was supposed to be getting rules and policies but it depends on how the law is interpreted. Larry did not know if the IOC were entitled to rules or just to DDD policy. There's a question about how policies and policy changes are interpreted as related to the legislation for the IOC 30 day preview. Is it only the policy manual or is it also rules changes?

- **Cynthia Macluskie made the motion that the committee find out exactly what we're entitled to policy and rules.**
- **Brad seconded the motion that the Oversight Committee's entitled to in Regards to Rules and Policy.**
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**
- **The committee agreed to ask what they are entitled to regarding the policy and rules of DDD.**

Leah Gibbs stated she would look up the legislation. She later shared the following, “ the legislation says the division of developmental disabilities in the Department of Economic Security must allow the Independent Oversight Committee on Persons with Developmental Disabilities up, to 30 days to review new policies, and major policy changes before the division, submits the policies or changes for public comment.

De Freedman commented to the committee that three questions for clarification were discussed about where Article 9 protections apply and what happens when an individual is at ASH.

- **Diane Concolino made a motion that the committee ask all three questions.**
- **Cynthia seconded the motion.**
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**
- **The committee agreed to ask what they are entitled to regarding the policy and rules of DDD.**





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**DDD Staff Updates**

**Leah Gibbs** (DDD OIFA Administrator) stated she had a few more updates. Leah shared that, “The first is to make the committee aware that the division has sent out correspondence and will continue to make families aware that effective the first of April, DDD is going to be re-implementing in-person meetings when our support coordinators are meeting with our members and their representatives. Throughout the past year, we have functioned under a, give the family the option. Would you prefer your meeting? De Freedman asked Leah to put it on the record for the IOC about DDD’s affirmative obligation to do well visit checks. Leah shared that it's always been a requirement to do in-person meetings. Except there was during the public health emergencies, a time that we were doing mostly virtual. She added that the Division has the obligation to see their members in their environment to make sure that things are going well. She stated for members and families there may be situations that there may be team members that will choose to do virtual during that meeting. Support coordinators needs to be in person with the member. De stated in that is non-negotiable. It is not at DDD discretion. Those are mandates that DDD has no choice, they have to follow the rules. Leah said it is from US Centers for Medicare and Medicaid service and it’s part of DDD’s agreement with supporting folks through AHCCCS for the DDD population. Cynthia Macluskie asked for clarification on if there was an wiggle room around this. Leah said no that’s not an option. DDD is going to work with those families who may have health conditions that they're concerned. DDD is going to make sure that their staff have protection equipment and are being very careful about the environment for those folks.

**Leah Gibbs** shared information the about “some work that has been occurring with each of the managed care organizations under AHCCCS, along with the AHCCCS OIFA Department, to do some reviews of the 12 guiding principles that were adopted by the state back when the Jason K lawsuit was implemented.” The work being done has been to to put clarity around some of those principles so that there's a little more consistency around the state about how they're interpreted and how they are applied in supporting members and their families. Leah stated, “The AHCCCS administration, along with our OIFA offices will be sending out announcements that we're going to do some public forums to be able to get out to meet with folks about what are the new recommendations and get the feedback from you all over any potential changes to the work that's been done. After the 12 Guiding Principles work is done, there is conversation about doing the same process with the nine. Getting principles around the adult systems of care.

**Cynthia Macluskie** asked on an unrelated topic. She asked Leah if IOC could get access to some of DDD’s data on 911 usage by group homes. How many calls were made in the first quarter that you were tracking the information from? Was there any action taken based on the number of phone calls?



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- De told Cynthia we can ask any questions we want.
- Cynthia Macluskie made the motion that we asked DDD to share with us, the information they collected over the first quarter of tracking 911 calls and group homes, and any additional information that they have regarding doing, maybe outreach and training of those group homes to lower the usage of 911.
- Brad seconded the motion that we find out about 911 tracking.
  
- All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes
- There will be a vote at the next meeting on the minutes format.

**Cynthia Macluskie** asked on another topic. TShe stated she does not know the provider’s name. She’s sharing the information with Mercy Care, United Healthcare, and DDD that the provider is telling families that AHCCCS and DDD are going to get rid of ABA therapy and that they're meeting to do that. Cynthia said she knows that is untrue and she addressed it on Facebook so she’s relaying this information to the MCO’s today.

**Brad Doyle** added on a different topic discussed earlier. He said regarding EVV hard edits which took effect January 1, at least one agency has sent out official documentation stating that if you fail to follow EVV policies and procedures disciplinary action, up to and including termination, for not punching in or out at appropriate times. Leah Gibbs asked Brad if he would be willig to share that document with her. Brad stated he was working it out. He stated DDD might want to put something out to the other agencies that are out there.

**De Freedman** said she “wants to put this out there for All committee members for all IOC members. I do not have a child who is receiving DDD services? And I am no longer a direct care provider for my child. So if there is any information that you would like shared with DDD and for whatever reason you are uncomfortable sharing it with DDD.” “Send it to me and I will share it under my name with Ddd because there's nothing anybody can do to me. There's no retaliation whatsoever. So send it to me and I will not release your name. I just received it as the chair of the DDD District, West, IOC. And I'm sharing it with DDD or AHCCS whoever's appropriate.”

**Diane Kress** (DDD District West Quality Supervisor - investigative) shared at the end of last quarter we had three open positions within the Incident Specialist, we have filled all those. So we are almost fully staffed. Diane said, “I know that there's a big shoe to fill with Delorah, who has moved on to another position as well.” I am the quality assurance manager for District West. De asked about any information on DDD starting with using the AHCCCS incident reporting system. Diane stated she did not have any information. She said there is a form out there that is being asked or comments or for



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feedback. De stated Gennie Roundtree from DES spearheading the effort. De stated she reviewed the form and it's a good form. She thinks it is going to make the DDD quality job much more comprehensive because the auditing is going to be greatly enhanced. She shared that DDD is auditing by hand and the quality tools for DDD professionals is challenging currently.

**Joan McQuade** (DDD OIFA Manager - supports IOC Liaisons) shared that the unit is fully staffed. No other updates.

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**ADOA Update**

**Larry Allen** informed the committee on the new director at ADOA. Her name is Elizabeth Thornson. She has served with ADOA as Director Tobin's deputy director. She's very familiar with the ins and outs of ADOA in the projects and the ongoing projects. So the transition should be seamless.

De Freedman asked about training for IOCs. Open meeting law, who's responsible for what, when and where? For example, a foster kid in DDD group home, who's responsible since there is no foster care DCS IOC? Example, a member at ASH, what's the responsibilities? Where is the transparency? What's the accountability? Example, DDD member's placed out of state, what are the responsibilities as IOC members? Who is accountable? De added that Larry is very good about progressive ideas about getting together. He is trying very hard to put together what he can with the authority that he has. Larry spoke of putting together some symposium for the group and maybe it could be discussed through a joint cross-agency meeting or a standalone. He said, "We'll put together some ideas and and have a have a discussion about it."

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**Health Plans (HP) updates**

**Janet Holtz (Mercy Care) Ombudsman** shared that in collaboration with United Healthcare's liaisons, an overview of the integrated health plans was presented. That included the Physical Health, Behavioral Health topics (highlighted the Care Management referral process) to about 200 of the DDD supervision staff members. That was last week.

The topic of ABA services was brought up per Mercy Care's cut for providers payments for ABA, per Cynthia. Janet shared, to address the "rate code on the code rates. It was implemented for a moment and then it was reinstated and only one code actually received the 10% rate deduction." De added, "I just want the committee members to understand. That here in Arizona. There is no diagnosis limitation or age limitation for ABA services. It is probably the most generous ABA Service Provision of any Medicaid system in the United States of America. So, just so that everybody is clear. and compared to Because I have clients all over the country.



**Division of Developmental Disabilities (DDD)  
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Tuesday, January 24, 2023 – 5:30 PM to 7:30 PM**

**Dawn McReynolds (United HealthCare) Member Advocate** stated she did not have an update since Janet updated on the collaboration between Mercy Care and United healthcare and Leah spoke on the 12 principals. De added she wanted to share with everybody that Cynthia and herself are off and on parent support groups on Facebook. One parent asked me a question about getting reimbursed for something that they had paid for their child as a United Health care, DDD ALTCS member. De shared, she went to the DDD website and I shared the contact information for the UHC liaisons, Kathleen McLaughlin and Rosemaie SanNicolas. De stated that the liaisons took care of everything, including contacting the provider so the parent did not have to file a claim.

Cynthia Macluskie said she is wondering how many behavioral health providers does Mercy Care and United Healthcare have that can serve members who use an AAC device, or sign language? She said Mercy Care and United Healthcare don't serve that area but the serve DD members.

- **Cynthia Macluskie made the motion that the IOC will ask about AAC and sign language accommodations from Mercy Care and United Healthcare.**
- **Brad seconded the motion it.**
  
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**

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**DDD IOC Liaison Updates**

**Michelle Rademacher** informed the committee about the next DDD public town hall meeting for members, families and providers. It will be held Thursday, February 2nd from six to eight pm. And this is done monthly. So if you have anyone interested in asking questions and learning about what's going on, this is a good forum for attending.

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

**De Freedman** asked if there were any questions from Arielle. Arielle had none. Bernadine asked if she was still interested in being a member? Arielle said yes.

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**Division of Developmental Disabilities (DDD)  
District West Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Tuesday, January 24, 2023 – 5:30 PM to 7:30 PM**

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

**De Freedman** asked if anyone had any discussion on incident reports or behavior plans. None of the committee members had any.

**Adjournment**

**De Freedman** adjourned the public meeting at 8: 01 pm on January 24, 2023.

The next District West IOC meeting will be held on Tuesday February 28, 2023 at 5:30 pm. This will be a virtual meeting.

For all of **October 2022** IRs, the Committee members have been given a total of **659** incident reports in the Shared Drive. This included **53** open and **606** for closed reports.

Type	Open	Closed
Accidental Injury	0	117
Consumer missing	2	4
Deaths	3	8
Emergency Measures	0	10
Human Rights	4	6
Legal	3	1
Medication Errors	6	23
Neglect	22	53
Other Abuse	3	4
Other Behavior	2	238
Other Injury Unknown	1	127
Physical Abuse	7	14
Property Damage	0	1
Suicide	0	0
<b>TOTALS</b>	<b>53</b>	<b>606</b>



**Division of Developmental Disabilities (DDD)**  
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For all of **November 2022** IRs, the Committee members have been given a total of **754** incident reports in the Shared Drive. This included **81** open and **673** for closed reports.

<b>Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injury	4	77
Consumer missing	3	12
Deaths	5	2
Emergency Measures	0	13
Human Rights	5	8
Legal	1	2
Medication Errors	8	44
Neglect	31	53
Other Abuse	5	8
Other Behavior	4	256
Other Injury Unknown	5	184
Physical Abuse	9	7
Property Damage	0	6
Suicide	1	1
<b>TOTALS</b>	<b>81</b>	<b>673</b>

For all of **December 2022** IRs, the Committee members have been given a total of **602** incident reports in the Shared Drive. This included **58** open and **544** for closed reports.

<b>Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injury	6	71
Consumer missing	3	7
Deaths	2	8
Emergency Measures	0	8
Human Rights	2	5
Legal	3	7
Medication Errors	4	35
Neglect	23	44
Other Abuse	4	5
Other Behavior	3	213
Other Injury Unknown	3	126
Physical Abuse	4	13
Property Damage	1	2
Suicide	0	0
<b>TOTALS</b>	<b>58</b>	<b>544</b>



**Division of Developmental Disabilities (DDD)  
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The IRs will be reviewed by the committee members.

Number of Questions for Quality Improvement Manager, QIM: 24

Members of the committee will comment on incident reports directly and the liaison will send them to QIM.

All PRC meetings are being attended by Bernadine Henderson and Pat Thundercloud. Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.

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