

**Arizona Department of Administration
Arizona Department of Economic Security
Division of Developmental Disabilities (DDD)
Statewide Independent Oversight Committee (IOC) Chairs
Meeting Minutes**

January 18, 2023 - 10:00 am to 12:00 pm

This meeting took place by electronic means due to the Public Health Emergency still in effect. There was not a physical location.

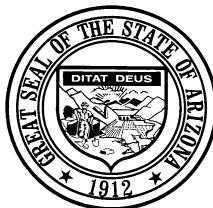
Attendance

Present:

- **Linda Mecham** (District Central Committee Chairperson)(Facilitator)
- **De Freedman** (District West Chairperson)
- **Bernadine Henderson** (District West Vice-Chairperson)
- **Keith Jansen** (District South Chairperson)
- **Don Harrington** (District North Chairperson Pro Tem)
- **Jeffery Yamamoto** (Division of Developmental Disabilities (DDD) IOC Liaison)
- **Zane Garcia-Ramadan** (Assistant Director of DDD)
- **Dr. Christina Underwood** (DDD Psychiatrist)
- **Nicolette Fidel** (DDD Chief of Operations)
- **Dr. Susan Arnold** (DDD Behavioral Health Administrator)
- **Leah Gibbs** (DDD Office of Individual and Family Affairs (OIFA) Administrator)
- **Joan McQuade** (DDD OIFA/Chief advocate)
- **Michelle Rademacher** (DDD IOC Liaison)
- **Larry Allen** (Arizona Department of Administration (ADOA) IOC Manager)
- **Fredereaka Graham** (AHCCCS IOC Manager)
- **Mary DeCarlo** (DDD Program Review Committee (PRC) Manager)
- **Dean Thomas** (DDD BH Manager)
- **Brent Seymour** (DDD DC/DW PRC Manager)
- **Patricia Sandino** (DDD DC PRC Chair)

Public Attendance:

- **Nancy Barto**



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DDD Quarterly Statewide IOC chairs meeting January 2023 (2023-01-18 10:08 GMT-7) - Transcript

Attendees

Bernadine Henderson, Brent Seymour, Christina Underwood, Dean Thomas, Diedra Freedman, Don Harrington, Donald Harrington, Fredreaka Graham, Jeffrey Yamamoto, Jeffrey Yamamoto's Presentation, Joan McQuade, Keith Jansen, Lawrence Allen, Leah Gibbs, Linda Mecham, Mary DeCarlo, Michelle Rademacher, Nancy Barto, Nicolette Fidel, Patricia Sandino, Susanne Arnold, Zane Garcia Ramadan

Transcript

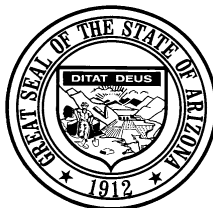
Call to Order and Introductions

Linda Mecham: I would like to welcome all of you out to our state, the Chairs of the Independent Oversight Committee statewide and We will start with introductions. We'll start. I'm Linda Mecham. I'm Chair of the District Central IOC. De.

Diedra Freedman: I'm Diedra Freedman chair of District West IOC.

Linda Mecham: We have no one from District East. Jeffrey.

Jeffrey Yamamoto: Correct not at this moment.



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Linda Mecham: District North.

Jeffrey Yamamoto: Don was on earlier.

Don Harrington: Okay, I'm Don Harrington.

Don Harrington: IOC District North.

Linda Mecham: And South.

Keith Jansen: My name is Keith Jansen. I'm the district chair from District South.

Linda Mecham: Okay, that takes care of us. So Jeffrey, if you would like to take over on that.

Jeffrey Yamamoto: All right, we do have Bernadine from District West, Bern. Can you go ahead and announce yourself?

Jeffrey Yamamoto: You are on mute.

Bernadine Henderson: Bernadine Henderson District West, Vice Chair.

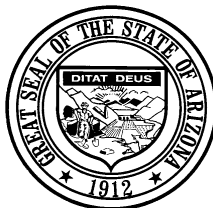
Jeffrey Yamamoto: I will go ahead and introduce myself. Jeffrey Yamamoto on the DDD IOC liaison. Let me go ahead and...

Jeffrey Yamamoto: I'll go through the DDD executive leadership and staff. First, we're gonna start with the Assistant Director Zane.

Zane Garcia Ramadan: Good morning, everyone. My name is Zane Garcia Ramadan. I'm the assistant director for DDD

Jeffrey Yamamoto: All right. Thank you.

Jeffrey Yamamoto: Leah.



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Leah Gibbs: Good morning, everyone. I'm Leah, Gibbs. I'm the administrator of the Office of Individual and Family Affairs.

Jeffrey Yamamoto: Thank you. Nicolette.

Nicolette Fidel introduced herself.

Jeffrey Yamamoto: Thank you. Dr. Arnold

Susanne Arnold: Hi. I'm Susanne Arnold. I'm a psychologist. And I'm the behavioral health administrator for DDD.

Jeffrey Yamamoto: Thank you. Dr. Underwood

Dr. Christina Underwood introduced herself as the Behavior Health Director for DDD

Jeffrey Yamamoto: Don, I'm gonna mute you for right now.

Jeffrey Yamamoto: All right. Thank you. Mary DeCarlo.

Mary DeCarlo: Good morning, this is Mary DeCarlo. I'm a licensed Behavior Analyst and senior program development manager, with DDD Behavioral Health Administration,

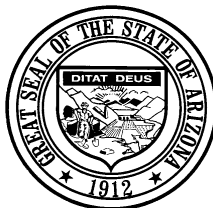
Jeffrey Yamamoto: Thank you. Brent.

Brent Seymour: Good morning, everyone. My name is Brent Seymour. I'm also a licensed behavior analyst and I am the PRC administrator for Districts, Central and West.

Jeffrey Yamamoto: Thank you. Dean.

Dean Thomas introduced himself as the District North PRC Chair

Jeffrey Yamamoto: Thank you, Patricia.



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Patricia Sandino: Good morning, Patricia Sandino's District Central Chair.

Jeffrey Yamamoto: And thank you.

Linda Mecham: PRC chair.

Linda Mecham: PRC, chair Patricia. You just left out, PRC.

Jeffrey Yamamoto: All right, Joan.

Joan McQuade: Joan McQuade with DDD Office of Individual and Family. Affairs Manager.

Jeffrey Yamamoto: Thank you, Michelle.

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

Jeffrey Yamamoto: Thank you.

Jeffrey Yamamoto: I've got some people that we have invited, they are not on the agenda but they are usually invited statewide. That is Larry

Larry Allen introduced himself as the ADOA IOC Manager

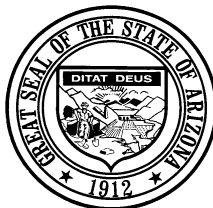
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Jeffrey Yamamoto: Thank you. Frederica.

Fredreaka Graham: Good morning, everyone Fredreaka. Graham with AHCCCS, the IOC liaison.

Jeffrey Yamamoto: Thank you. That I miss anybody other than Miss. Barto.

Jeffrey Yamamoto: All right.



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Nancy Barto: Sorry, I was trying to get my video going. I'm Nancy Barto, former state senator and HHS chair. Good to see you all.

Jeffrey Yamamoto: Thank you. Miss Barto.

Jeffrey Yamamoto: I do believe that is everybody. Did I miss anybody? On the introductions.

Jeffrey Yamamoto: All right, Linda

Call to the Public

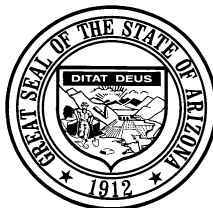
Linda Mecham: So the first item on the agenda is called to the public if we have anybody. That would like to address us at this time from the public.

Jeffrey Yamamoto: Miss Barto, if you had anything that you want to address with this committee, For the chairs. In this case.

Nancy Barto: Well, thank you, Jeffrey. I was just wanting to listen in and see what the statewide meeting was. Like I hadn't had an opportunity to do that before. And recently, we had a meeting at the, at the house going over some of the issues in regarding ASH and and so I was interested in following up on that and seeing if I could be helpful in Making sure that some of those issues that came up regarding DD clients at the State Hospital were properly overseen by the IOCs, I know Linda was kind enough to come and give us her input and ask some questions about that. So, that's why I'm here. I'm just trying to...

Nancy Barto: Close the loop on some of the things we've been working on for appropriate oversight for the most vulnerable, including DD and those clients that were found to be at ASH and unknown by the IOCs. So that was that concerning

Jeffrey Yamamoto: All right. Thank you.



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District Updates

Linda Mecham: The next item of business. Thank you. Mrs. Barto. The next item of business is our updates, we'll start with North.

Linda Mecham: Do you have anything Don for the updates from District North?

District North

Don Harrington: Just wanted to say that we're going through a transition period. Our IOC chairman has stepped down along with one other board member. So right now we have two hopefully three we have a new application and Larry just to let you know I did get my ID so I appreciate that sir.

Don Harrington: That's all.

Linda Mecham: So are you the chair Don?

Don Harrington: I believe so kind of the last dog on the porch kind of thing, but I'm willing to serve

Linda Mecham: Okay. Well, congratulations. Let's see. Keith

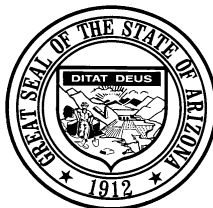
District South

Keith Jansen: No updates.

Linda Mecham: No updates from South. Okay, De, do you have anything?

District West

Diedra Freedman: um, well, we're Hoping as we always hope that we can strengthen our recruitment, we're up to seven members. And we're always looking, I don't know if Mrs. Barto is interested in serving on the District West IOC now that she's not a member of the Arizona Senate anymore but we sure would appreciate her expertise if she's interested.



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Diedra Freedman: We're just, we're just trying to work with our people and, and get our stuff done. Hopefully. We can continue our education, we can learn about the DDD procedures.

Diedra Freedman: Other than that we were off for Christmas. So there really isn't much more to report. We're hoping to actively work with DDD regarding. Article 9 If they're going to bring it to the table again, we'd like to be there from the very beginning and we're cooperating cooperatively with them. And even though there is not a District West, DDD member who is currently residing in ASH, we're very concerned about that situation. I attended the meeting that Mrs. Barto spoke of and we're also concerned about the new behavior, health options, residential options that are being developed for DDD members.

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Diedra Freedman: This is the year in District West that we're going to do our best to make sure that every single member's human rights are guarded.

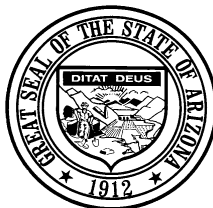
District Central

Linda Mecham: Thanks De. as I reviewed some of our, our minutes and and the happenings that have been going on in District Central, One thing that keeps coming up with the PRC is the spending plan.

Linda Mecham: It looks like they're when I have sat on PRC. The pub-fids are not completing the spending plan completely and Leah. You might be able to answer this but as I read the instructions, it looks like. If the only ones that are supposed to fill it out, are the ones from DD. If, if the pub-fid is the payee is DDD, is that correct?

Leah Gibbs: Linda I have to apologize I don't have the expertise to answer that question.

Linda Mecham: Okay. All right. That's a question that I have is the wording on the current planning document indicates that point. But I've been at, I've always gone on and we've always done that. If it's the parent, who is the Payee and the Guardian, then there does not need to be the spending plan filled out. Other than that, it does need to be filled out. And so I've been bringing that to the attention of the team when I see that. So that's something that we need to look into. I think. Also, we talked about this Zane and



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in one of our previous meetings, I think it was just our last one regarding the historical information, and how it's missing. And...

Linda Mecham: One that I did, one PRC that I participated in. I congratulated the support coordinator. For keeping so much of the historical information on the member. And her comments were that. She's very disappointed in this new document in that it seems to be geared for the elderly, which is, you know, something that we've been saying for a while.

Linda Mecham: And that the the drop down. Oh, the signatures on the back, I see. I routinely see members, not be able to sign, not able to sign on these documents.

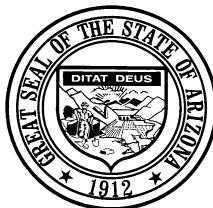
Linda Mecham: On the Planning document. And my question is, why, why can't you write the members name or print the members name and her comment was that the dropdown menu is very limited and she can't because I look and I see that the member was an attendance or the Guardian was in attendance. But consistently the signature of member is unable to sign that does not let me know. As a member of the PRC team, we're in team agreement with that. Or that the team was in agreement. And so maybe that's something that we can look into. I know it's an AHCCCS document, but I also thought that I had heard that DDD can make some changes as long as the AHCCCS information is kept intact on the document.

Linda Mecham: So I think that signatures in the document are important and maybe now that we're starting to meet in person, that will be something that will not be an issue moving forward. But nevertheless she was concerned about the drop-down menus being limited and she said that she herself was trying to keep as much of the historical information in the document as she could. So I wonder if DDD has any comments on that.

00:15:00

Zane Garcia Ramadan: Hi Linda. So As it relates to the PCSP, AHCCCS either just wrapped up or...

Zane Garcia Ramadan: it will wrap up shortly, the public comment on the form itself. And, you know, in addition to allowing stakeholders to to directly comment as we shared in our last meeting. One of the things that DDD did was sort of compile systematic information that we were hearing similar to what you



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had just described and submitted a public comment on behalf of DDD about the PCSP with some of our recommended changes and I do think we agree with you to a certain extent there that there are some aspects of the form that you know perhaps are more tailored to...

Zane Garcia Ramadan: EPD side of ALTCs as compared to the DDD side. And so we did make that clear with AHCCCS. As we just recently sent this in the last few days. Obviously AHCCCS has not yet had a chance to review it, but we are hopeful that the result of this will be changes to the PCSP that will be able to roll out with our support coordinators as they meet with families.

Linda Mecham: Good. Okay, thank you very much. I appreciate that. Keith, you had a question.

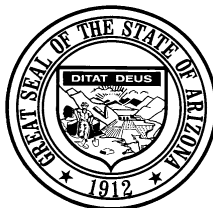
Keith Jansen: Know how to comment. What used to go into history? now that we don't have our own PRC chair. but the ones that are covering, they said, everything that I used to see they said. Okay, put that in the history, they just say, put it in...

Keith Jansen: The section labeled. Other interfering behaviors.

Linda Mecham: I just know, and I've said this, I know that when I'm reading the behavior treatment plans, that as I read the historical information, that answers a lot of questions for me, as to why the individual may be having the issues that he or she has. So I just think it's important, I appreciate Zane that you have moved those issues forward. I appreciate that. Thank you because I think it's important. Keith

Keith Jansen: Yeah, I like the history section better myself because If how are they interfering behaviors? If they're not happening? So I kind of wondered about that but, you know, I don't make the rules but that's where they went to. So, I have to look there to find the information.

Linda Mecham: But that's not really historical, is it? It's just Other interfering behaviors. I'm talking about. Well, anyway, I'm just glad that it's been addressed. Thank you. So, any other comments or questions? From the chairs.



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Article 9 Updates from Zane Garcia-Ramadan

Linda Mecham: Okay. Moving on then, item number four Article 9 update from Zane.

Zane Garcia Ramadan: Thanks Linda. Yeah, I'm happy to provide an update. I think some of you are probably aware but for those that are not, we did terminate the rulemaking for Article 9. And I just, I want to express that. You know...

Zane Garcia Ramadan: Our intention for updating any rule at DDD, whether it be Article 9 or any other article is to ensure that all state rules that are regulating DDD are written in accordance with governing laws best practices and the needs of the members that we serve, and I think as a result of some of what we heard at the, the Governor's Regulatory Review Committee. It was clear that people did not feel that that was happening. And so, we did make the decision to terminate that rulemaking. And as it stands now, we're exploring the best path forward. You know, as we do move forward, we'll make every effort to meaningfully engage our stakeholder community in an attempt to reach a better understanding around any prospective revisions.

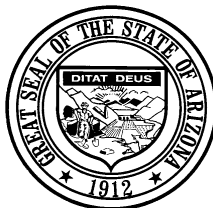
Zane Garcia Ramadan: as De mentioned at the beginning of this meeting. If Article 9 is brought back up for revisions in the future, the IOCs will certainly be Involved from the beginning. And so I would ask for your patience as we, you know, think critically about how to best move forward with Article 9 and I really don't any specific details to share about next steps but in the future should those come up again? IOCs will certainly be engaged from the beginning.

00:20:00

Zane Garcia Ramadan: Don.

Don Harrington: Yes. So right now, as of right now, there's no plans to re-engage the Article 9 Rules Committee, correct?

Zane Garcia Ramadan: As of right now, correct, an Article 9, you know? Remains as it has been and there's no change.



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Don Harrington: Right. And I think some of the aspects of Article 9 are antiquated and they no longer serve the function of the members that we serve. I think it also serves as disrespect that the Rules Committee could not get together to ensure that this Article 9 was passed and...

Zane Garcia Ramadan: Sure.

Don Harrington: given proper vetting. I think it shows a lack of leadership on whoever. I don't know, I'm not privy to who it is, but I just think that the fact that it's been dropped with no plans to renew, it's definite signs of lack of leadership. I think you should re-engage the committee. Fix whatever was wrong with it in the first place and then move forward.

Don Harrington: That's what we are here to do, is to serve these people and the antiquated Article 9. There's several areas that I have an issue with. I would love to discuss with somebody if they're willing to reach out to me. But just, I don't know. I'll stop right there. Okay. Thank you.

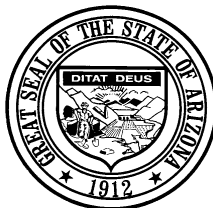
Diedra Freedman: Yeah, I disagree that Article 9 is characterized as antiquated um,

Diedra Freedman: It served us well for, I think, it's 40 years now.

Diedra Freedman: It's as I stated at the beginning. It is the goal of District West, to make sure that the human rights of DDD members are protected at all times to the greatest extent. And that their human rights are not Restricted or impinged upon when there is a danger to the DDD member Or a danger to individuals around them.

Diedra Freedman: I don't really know looking at the regulation of Article 9, And I just, I don't know how it's antiquated. Maybe the implementation needs to be changed, but the article itself, I'm not seeing the antiquation. People can differ. But our goal in District West is to make sure that human rights are protected to the greatest extent possible.

Linda Mecham: Do it.



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Diedra Freedman: And then our members both under the ADA and Olmsted have the opportunity to integrate in the community. As much as possible And as much as they choose at any time, That they choose. So,

Linda Mecham: Don.

Don Harrington: I mean, I would love to expand on why I feel that it's antiquated. I think that the human rights right now under Article 9 is too narrow, it needs to be expanded. I think the fact that we have public fiduciaries, that do not attend PRCs, do not attend PCSP is a violation of their article, 9 rights. I feel that or it needs to be listed as an article 9 Rights. I feel that they the rights of payee members who have payees, not by their choice, but by a parent's choice or somebody else's choice limits, the amount of money that they get. I have several members on my caseload currently Where the Payee is the parent and they get little to no money per month. I have to make a call to the parent saying they need clothes. They're out of clothes. They need hygiene items. They need these things. But yet the parent is not fulfilling their obligation as a payee because...

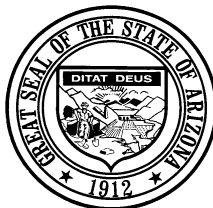
Don Harrington: Are not sending the proper amount of money in. I think there are also other Public fiduciaries, whether private or public, that are not fulfilling their obligations as payees as well. They're restricting what they can have and why they can't have. I think the guardians or the private or public, also, there needs to be more guidelines set as to why a rights restriction is engaged as opposed to, you know, other than this is just the way I want it. I just think that that is my definition of antiquated. You're not addressing all the issues. All the rights of these members that are needed in Article 9. Some of the other things, you know, are outdated. It's a 40 year old document. It needs to be brought up to current status.

00:25:00

Linda Mecham: Brent, did you have a comment?

Brent Seymour: No, I'm good. Thank you.

Linda Mecham: Okay.



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Linda Mecham: Any other comments?

Linda Mecham: Thank you, Zane, appreciate that. And we are looking forward to working with you should that come up again? Okay, thanks. um,

Discussion on DDD Members in AZ State Hospital

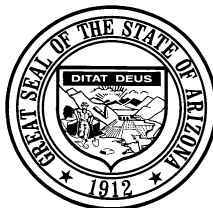
Linda Mecham: So the next item is discussion on discussions on DDD members in the Arizona State Hospital and as Mrs. Barto referred to earlier in her comments, I did, she did ask me to come and Speak to the Joint Legislative Psychiatric Hospital Review Council meeting. and...

Linda Mecham: we, in District Central, we have two Individuals who are currently at ASH, it is our understanding. That they are not, they would not be good candidates to be removed from ASH, that there's not appropriate housing in the DD world for them at this time, that would meet their needs. And District East has one member. Those are the only ones that we are aware of. In this particular meeting that I attended, One sister, who is the guardian of her brother spoke? She was phenomenal. Can I just say.

Linda Mecham: She is very involved and supportive of her brother and he is. He has autism diagnosis as well as a behavioral health diagnosis. I wasn't quite sure. I don't remember what that was. but, She was told by the ASH director. I believe. Maybe Nancy, you can correct me. I believe it was the ASH director who told her that he trumps her guardianship and that it does not apply at ASH. I found that to be astounding. I don't know if it's true or not.

Linda Mecham: But it does present barriers when someone takes that approach. Also, he eliminated the autism diagnosis on the records and so he did not have to receive active treatment or was not eligible for active treatment. Nancy, am I saying this right?

Nancy Barto: Yes. Linda in addition at prior meetings of this particular council the ASH Superintendent, Dr. Bowen who used to be the superintendent, testified to this personally. Is that they do not have treatment plans for many with disabilities there at the state hospital that should be of concern to all of us because that's a statutory requirement for the hospital to treat those with mental illness, including those with complications such as complicated additional issues such as a disability.



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Division of Developmental Disabilities (DDD)
Statewide Independent Oversight Committee (IOC) Chairs
Meeting Minutes**

January 18, 2023 - 10:00 am to 12:00 pm

This meeting took place by electronic means due to the Public Health Emergency still in effect. There was not a physical location.

Nancy Barto: So there's a number of issues and Linda you express them very well.

Linda Mecham: In my note, my note to you. First of all, Dr. Saras say Solik? She spoke regarding residential housing for this population and she said a housing waiver has been approved from CMS for AHCCCS to use medicated funds for these types of settings, meaning, for the dually diagnosed. I'm assuming, correct Nancy?

Nancy Barto: This was I'm not sure I'm understanding that the same way. What I think she was referring to was the waiver that AHCCCS received for transitional housing and the use of federal funds for those. That's temporary housing though. So yes, ...

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Linda Mecham: For the transition, right? Okay.

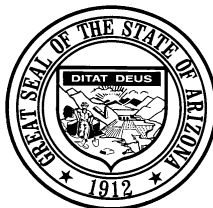
Nancy Barto: yes, there is certainly, you know, a need for...

Nancy Barto: differentiated long-term facilities. Whether at the state hospital or in some other setting, For different populations and I think that that might have been part of her, her statement.

Linda Mecham: So the priorities for this joint legislative Psychiatric Hospital review council are the following follow up on all reports recommended in the Council's. 2021 final report and 21 through 22. Legislation requires the Arizona State Hospital to provide an explanation to the Council. As to why it is not providing, statutorily required services to individuals, living with an intellectual or developmental disability. That is our concern right there because the members from, who are DDD and who are there are not receiving active treatment. They have chemical restraints? They have mechanical restraints. They are in lock seclusion. They don't understand that they're not in jail.

Linda Mecham: This is not a jail sentence for them and yet, they are not being given the regard, if you will. That Article 9, affords them, because Article 9 does not apply to ASH, So that's huge.

Nancy Barto: Of. You.



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Linda Mecham: And I learned in that meeting that ASH is required, statutorily, to provide those treatments, which was a surprise to me. I did not know that. And so I think that that's a point that we need as DDD and I'll see, We need to ensure that they are getting the active treatment that they deserve to have per the law per statute. And then study new and existing transitional housing from prisons and other levels of care and their effectiveness in serving the SMI population.

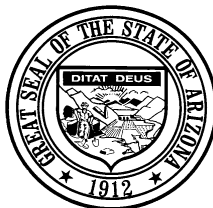
Linda Mecham: Institute surveys for services, received by AHCCCS and the RHBA's in the Behavioral Health System, practice the Caregivers Bill of Rights as directed by statute. Identify how many psychiatric beds Arizona needs across the continuum of care? Resolve the 55-person cap at ASH and is secure residential mort integrated and clinically appropriate for some patients. And then identify this private sector's role in accepting involuntary commitments statewide.

Linda Mecham: Tucson and Prescott do that already. But why isn't it statewide? And then address the high levels of violence. The chronic staffing short shortages, use of a registry staff. Clinical care for DD and autism. Governance and accountability to the legislature, Clinical Care of Developmental Disabilities, Autism. Other complex behavioral and medical conditions not currently being treated. And then also consider whether ASH should be extricated from DHS and operated by an appointed board. so,...

Linda Mecham: And then consider the traditional transitional housing, but I think, as it relates to us, we need to be able to provide these DD members with the quality of care that they need as well as the active treatment that they deserve. De.

Diedra Freedman: Yes. Linda, there was a concern that you brought up during your testimony at the hearing that he confirmed by some commission members in that you've heard that you're no longer going to be receiving Incident Reports regarding the two district central members. I did a little research. I'm not seeing that. There's clear differentiation regarding the oversight for human rights of those individuals. If it's a DDD member is in ASH is that the DDD IOC's responsibility, or is it the ASH IOC's responsibility? And if it is the ASH IOC's responsibility...

Diedra Freedman: Do they have the necessary training and oversight to protect DDD members? This is a similar issue that I've been hearing over the years regarding individuals who are DDD members, but who



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are in foster care. On. There is no foster care IOC, even though they're supposed to be one by law. Thank you, Mrs. Barto, for that wonderful law. Um since you were the author in the main driver we're getting that pass through the legislature and getting the governor to sign it.

00:35:00

Diedra Freedman: This is a serious issue that obviously it's not going to be resolved in this meeting but I think that this is an issue, especially Larry, that we need to be looking at. If there's nobody else out there looking out for the human rights of our DDD members, it's statutorily, our responsibility. And we need to have the framework in place and the tools in place so that we can meet our statutory responsibility.

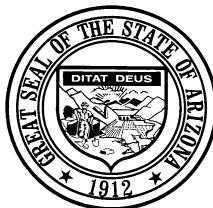
Linda Mecham: Keith.

Keith Jansen: Yeah, going along with ASH not being subject to any of the rules. We've had members that have been arrested and had to go through that system, and they seem to have more Rights, more Obligations to take care of them, then they do people that are in the hospital. Because we get incident reports on them, things like that.

Linda Mecham: Well, as the gal that testified regarding her brother said that her brother had been arrested from ASH. And that he was actually receiving better treatment in the jail then and his medications were stabilizing him. Whereas that wasn't the case at ASH. And today's point, I was Shocked when I was told that we would no longer be receiving incident reports. I'm just wondering if anyone from DD has heard this.

Zane Garcia Ramadan: Hi Linda, I can go ahead, and then we can get to Bernadine, and I'll address your question and then we'll get to Bernadine. So first of all, the concerns that you're expressing, DDD is very concerned about this as well. So thank you for bringing those to light. We are trying to, you know, investigate and get more information about this. I do have a clarifying question for you Linda because it may help us a little, you had mentioned that there are, you know, two members in Central that you're aware of, and is it that you're it,...

Linda Mecham: One.



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Zane Garcia Ramadan: is it that you're no longer, receiving incident reports, and you used to or that you've never received incident reports,

Linda Mecham: No, no, we have up until now, we have received the incident reports and that's how we discovered this whole situation is by reading the incident reports. and,

Zane Garcia Ramadan: And so what was there, like a communication that went to you? That said we will no longer be sending you incident reports or what, what triggered that this discovery that they won't?

Linda Mecham: I heard the rumor and I, and I made that clear when I talked in this council meeting that, it was a rumor that we were that. ASH did not report to DDD and they were only going to be sending the incident reports to AHCCCS or APSs and that, If DDD wanted to receive them, they would have to get them from APS or AHCCCS. That's What I heard

Zane Garcia Ramadan: Okay, thank you.

Zane Garcia Ramadan: Thank you for that clarification. That's helpful.

Linda Mecham: So Bern... Did you have anything else Zane? I'm sorry. Okay, Bern.

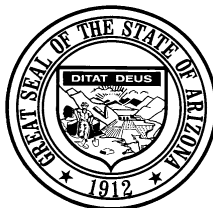
Zane Garcia Ramadan: No, thank you.

Bernadine Henderson: So my question is, I just because I do foster care. Who is, who would be? Does foster care? The IOC for foster care. Fall under Larry as well.

Bernadine Henderson: Larry does that follow and fall under you. Okay, I'll be in touch then.

Larry Allen agreed it fell under him.

Linda Mecham: Zane, in addition to the incident reports, we were also receiving quarterly updates on these two individuals. And we're not going to be getting any of that anymore. So, maybe we can work with you and try to figure out how we can continue to get these from ASH.



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Zane Garcia Ramadan: Yeah, I think, I think once we're able to, you know, have a detailed conversation with both AHCCCS and ADHS on this topic, we should be able to have more information that we can then discuss with you and kind of determine that way forward.

Linda Mecham: Is there any way that you DDD can insist on active treatment? Be done per the mandate for the statutory mandate.

Zane Garcia Ramadan: Yes, that's absolutely something that we're gonna be discussing as well. When we are able to have this meeting where unfortunately in terms of the transition of leadership with AHCCCS, ADHS and DES right now is probably not gonna happen. So hopefully as early as possible in February we can get a group together and really talk through these issues because you know we agree that if there's members not receiving active treatment that's very concerning and if we were having our DDD IOC's, receive these incident reports in the past and for some reason there's been a decision not to let that happen anymore. We want to understand why that is.

Linda Mecham: Okay, so you'll so you'll keep us informed, you'll let us Okay,...

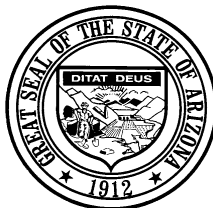
Zane Garcia Ramadan: Absolutely.

Linda Mecham: All right. Thank you. Any other comments regarding this?

Discussion on Volunteers for IOC

Linda Mecham: All right. Just this is for Don. Don, you requested. Discussions on volunteers for IOCs.

Don Harrington: Well, I'm just to me. It's kind of abstract to me right now, since I'm kind of new to this, I've been on the board for a little over a year. I think that I don't know what the department is doing for advertising of board members or how they're recruiting board members. I think it needs to be more than just word of mouth. I think I mean I mean, this is since I've been on the board, I can say that. The job that we do as IOC members is crucially important. It acts as a civilian oversight to the state. And I think our last discussion on the ASH Center, Not following Article 9 or exempting themselves from Article 9 is a



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case in point that nobody should be above that. If they're not going to follow Article 9 rules, then they need to have an oversight board.

Don Harrington: To hear those justifications. Why? They're not. I'm not saying that you know I don't know enough about them to say that they can't. I'm just saying that there needs to be an oversight board just for the violations of Article 9. However, I don't understand. I think the state does not appreciate the volunteers, I don't think that they're showing their appreciation in a proper format, I'm not talking about paying them because that defeats what we're doing here, I'm thinking about some type of recognition for those who need it. To justify why these oversight boards are so important. So that's kind of why I'm interested in feedback.

Linda Mecham: Don. First of all Article 9 does not apply to ASH because it is not a DDD funded facility. Therefore Article 9 does not apply but because they are DD people. There...

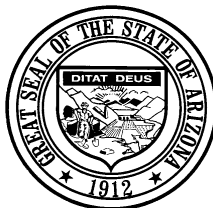
Linda Mecham: is such a fine line. But they, statutorily, are required to buy to Provide the active treatment and that's what they're not following is a lot. And I would think, Just personally, that because to me, Article 9 is just common sense on how you treat people, basically. And so that's why...

Linda Mecham: I am Concerned about this particular issue. But that's why it doesn't apply to ASH because it's not a DDD funded facility. Even though those members are DDD pay for those members to be there. Is that not correct Zane?

Zane Garcia Ramadan: That is correct.

Linda Mecham: Leah. You had your hand up.

Leah Gibbs: I did, thank you Linda. Don, good morning. The division made the decision to hire our own dedicated, volunteer coordinator. And she has been working incredibly hard trying to fill the vacancies that we have around the state. And I would love to recommend with your approval that we get her on the agenda for your next meeting. So that she can share with you and the committee. The actions that she has been taking and are taking to try to find volunteers.



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Don Harrington: That would be wonderful. I would appreciate that. Tremendously, and,...

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Leah Gibbs: Happy to do that.

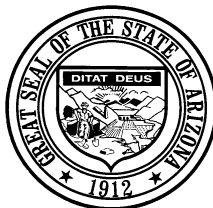
Don Harrington: Linda back to your concern. I think if DDD is paying for those members, then they are subject to the Article 9 process. They're like you said before they are human beings and this is not right.

Linda Mecham: I agree. I agree. And that I mean, we've known about this issue and we've been talking about it in committee and with Senator Barto and, I think I brought up in our last statewide meeting. I totally agree, but there are limitations to where it applies to and that's it. So I totally agree, but Okay. Anything else? Oh, let me just say first of all. The volunteer individual that DDD has first of all, I think she's great and I know she's working hard. And personally. I get my joy from volunteering and I've been doing this for 20 plus years. but...

Linda Mecham: My joy comes from seeing the satisfaction of working with the families and helping them get their the services that they need and just seeing the smiles on these kiddos faces. Um that's that's the recognition that that's that's all the joy that I need is. Is to see that we have made a difference in somebody's life. I appreciate that DDD has gone out of its way. Last year, there was a very nice volunteer recognition and you recognized our former compatriots, Karen Van Epps. I thought that was great but...

Linda Mecham: I just appreciate that. We're all able to work together. And bring. Make a difference in the lives of these individuals that are served by the division. So, we and speaking of membership since we're on that topic, District Central is going to be losing Carol McNulty. This next month is her last time. I know she wanted to quit after Karen passed away but I talked her into staying And it's important for us as we're getting older. Hello? To bring up some new faces so that we can get them to a level of understanding. So that as we pass the torch, there's no gaps in what we do. So, I appreciate that. Thank you very much. um, any other comment about volunteering, The whole experience.

Jeffrey Yamamoto: Linda. I know that Joan has some stuff that she can go over about the volunteer.



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Linda Mecham: I'm sorry Joan. I didn't see your hand, I'm sorry.

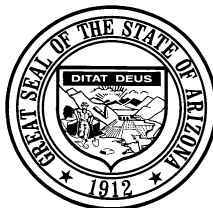
Joan McQuade: That's okay. Liz, gave me some information on what's been going on as far as what she's been doing for volunteering. And first up, we just wanted to let everyone know that we don't see any changes. With existing volunteer staff and processes with the new administration. And Liz started in February of last year. As a matter of fact, she and I both started in OIFA on the same day. February 7. She's created a postcard with a QR scan code that's being sent out. And she shared that I know with the committees with DDD staff and some internal and external Stakeholders. She's reached out to former volunteers.

Joan McQuade: And she reached out to a list of volunteers that expressed an interest in volunteering in the past. She's been involved in outreach recruitment and local conferences and job fairs and festivals. She was involved with the Down Syndrome network, Buddy, Walk, the best buddies walk. The Alzheimer's Walk. She's been involved in social media. And as well as the member and family newsletter. AHCCCS newsletter. DDD's voice, the Echo provider newsletters, and DDD social media platforms. She's also gotten involved with DDD. She's joined Volunteer Match and LinkedIn. um, and I know that currently she just sent out information that went to all of the support coordination.

Joan McQuade: Asking support coordinators to reach out to families. Who have who are strong advocates for their members. A lot of our IOC members currently have had members that are getting DDD services and they've been very strong voices for our members And we know there's got to be other advocates out there. For their families and to let them know about the IOC and what is involved? Can potentially get more folks in the district involved. And it's very important for us. I know that Liz has reached out so that she can go and speak at the huddles that the support coordinators have on a weekly basis so that she can meet with each...

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Joan McQuade: support coordination team in District North, to let them know about the IOC, help them maybe find out if they can identify any families and also provide them with information on the time commitment, and especially in your area, the fact that the meetings are virtual so they're not going to be expected to to drive a long distance. I know both District North and District South who's also short on



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members. Currently there you, both of you are under seven members You cover a really wide I mean excuse me north pretty much covers the entire northern part of the state. South covers. Southern part of the state. and I think that knowing that the meetings are virtual...

Joan McQuade: Could assist as well, in getting folks to be more active because they're not having to be concerned with a huge amount of travel. So these things that they've been doing.

Don Harrington: I appreciate that. That's kind of the information I was looking for and would be happy to talk to her. I wished the North had people from Kingman, Bullhead as well as Holbrook. Pinetop, Show Low that area. I mean I'd like to have all those areas represented in the North as well.

Joan McQuade: Right.

Joan McQuade: Absolutely. And I think that the fact that you and your committee has determined that you're going to continue having virtual meetings...

Joan McQuade: would be a big plus to get people in some of those outlying locations, to be able to become more actively involved with the Independent Oversight Committee.

Don Harrington: Thank you.

Linda Mecham: Joan. Well,...

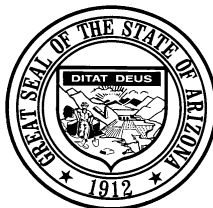
Joan McQuade: Yes.

Linda Mecham: or Zane anybody?

Linda Mecham: Who sits on the DDAC from the IOC.

Joan McQuade: I believe Kin Count. Yes, she is.

Linda Mecham: Is on DDAC. When we,...



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Linda Mecham: When we were on DDAC. We use those public forums to encourage families. At that point, we got a few people involved. So, as the DDAC members went to the public forums that we held, we interacted with quite a few families. We had quite a bit of people that would come and they were clearly interested in advocating and what was going on. And so we use that as a jumping off point, if you want to get people to join the IOC. So another Avenue of DDAC is involved in their public forums like that.

Joan McQuade: Absolutely, thank you for that suggestion. Linda

Linda Mecham: Any other comments on volunteering, okay.

Jeffrey Yamamoto: De has her hand up.

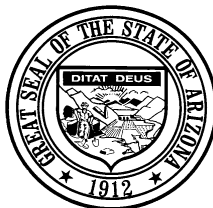
Linda Mecham: I'm sorry.

Diedra Freedman: Yeah, I have a comment regarding the need to follow Article 9 regarding DDD members. Again, I've done some research and I can't find anything except what I'm hearing historically. There seems to be a belief that Article 9 only covers DDD funded services that are provided through the DDD QVA network. That Article 9 does not follow. Article 9 Protections do not follow DDD members. When they are receiving medical care, that would be both acute and behavioral health care. I don't understand that., I don't know, as I said, it's anecdotal. Seems to be historically anecdotal.

Diedra Freedman: But I don't I don't see anything that's memorialized anywhere. And I think that's something that we really need to ask. Be fleshed out. because again, if DDD is paying for it, I would think that human rights protections would follow DDD members. Everywhere. But again I've absolutely nothing memorialized that says that, and it doesn't seem to have been historically interpreted that way. So, I think that maybe something...

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Diedra Freedman: that we could ask for so that we have clarification just like which IOC Regarding ASH, which IOC has the responsibility for looking out for DDD members that are in ASH? Who has responsibility



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for foster care. Which IOC has responsibility for foster care, although it's ironic that there is no foster care. IOC So, if we could get clarification on those issues,

Linda Mecham: I've always thought that whoever was paying the bill got to call the shots, right?

Zane Garcia Ramadan: And and I do just want to clarify something because I, I had stepped out for a little earlier and I came back at the tail end of your question Linda. I thought that you had asked If Article 9 applies in or that Article 9 does not apply in facilities, that DDD is not funding. And that was when I said, That's correct. But did you actually ask Does DDD fund the members in ASH?

Linda Mecham: Um no I I didn't ask I am. Well, yeah, I did. Aren't you paying for them to be at ASH? Aren't DDD funds used to pay for ASH Members.

Zane Garcia Ramadan: My understanding is no. So I'm sorry for misspeaking earlier because I did actually look that up just now and...

Linda Mecham: oh,

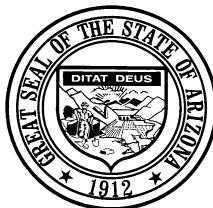
Zane Garcia Ramadan: that ASH does have a separate budget, that's appropriated to them to care for members and individuals that are in ASH.

Linda Mecham: Well, that makes a difference, doesn't it? But still, they are DD folks. Like De says, we'll do [Bird](#).

Don Harrington: And they are human beings.

Linda Mecham: Yeah, exactly. Bern, Keith

Bernadine Henderson: [Where you so that I just want to as a former special, Ed teacher](#), I was shocked to find out that an Article 9 does not apply to schools either. So, you know, like some of those DDD kids come with DDD funded nurses but Article 9 does not apply to schools. And so, you know, I mean, if we're gonna look at situations where did I mean Article 9 should apply. If it should follow the individual, not the environment. That's my two cents.



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Don Harrington: I agree.

Linda Mecham: It's a good two cents. Keith.

Keith Jansen: One of the things that, Has been a little stopping point. for people down here that I've talked to, so far as recruiting volunteerism, is I lady, who's LPN. She hasn't got her RN yet. And I had a law CL. That once they saw on the paper, it says, We're looking for experts in these fields. They said, Oh, I'm not a lawyer. And I'm not a doctor. I think it should be read by people that have a good working knowledge.

Keith Jansen: And I think that might scare a lot less people off and if you go to a lawyer, they're making \$200 an hour. They could just. Pay somebody to join the IOC, or something. But that expert thing actually scared off the professionals that we had because they didn't consider themselves. Experts yet.

Linda Mecham: Nicolette, did you have a comment?

Nicolette said that she no longer had one

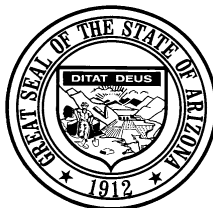
Linda Mecham: Okay De.

Diedra Freedman: Back to the other: He who pays the bill gets to determine. Regarding. whether or not DDD members are covered by Article 9 when and where I think the other thing Bernadine talked about schools with the Medicaid in the school's program,

Diedra Freedman: This is going to be an issue because these are DDD members, a lot of services that they receive are going to be covered by the Medicaid in the schools program.

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Diedra Freedman: [Rose](#). It was my understanding that Medicaid funding. For these individuals goes to DDD as the AS the Medicaid MCO for DDD ALTCs members. So if we can get clarification on one Article 9 applies and who's responsible for protecting their human rights, is it us as the DDD IOC? Is it somebody else or is it nobody and if it's nobody then as the DDD IOCs, how do we make sure that that human rights



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protection is covered in that there's transparency in public accountability for the treatment of DDD members everywhere, whenever DDD funds are used

Linda Mecham: I think that this is an issue that we can't, we can't drop. And I'm wondering how we can, as an IOC group. Move forward with it, either statewide or individually. How can we get the information that we need? Do we need to make? I don't know if we can make motions in this. Jeffrey, can we?

Jeffrey Yamamoto: This is not a recognized group. You guys are doing this on your own. so you don't have any rights as a group of chairs, but each Individual IOC district can make that.

Linda Mecham: Okay. So De. Would you write this up? and then those of us that are interested in forwarding it as IOCs To get the information that we need. To not let this drop. Would you do that?

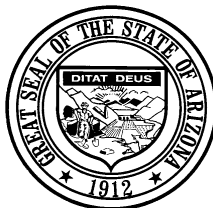
Diedra Freedman: Yeah, all I, Larry, please chime in here. I would think that. The proper procedure would be for me to send it to. Since Statutorily, we're supposed to be advising the District Program Manager for the district. So in my case, that would be Mary. so, I would send it to Mary. And then I would C/C Larry and Jeffrey. Is that the proper procedure Larry?

Diedra Freedman: Okay, just to make sure that we meet the open meeting law requirements, if I were to, if I were to send an email summarizing, what we're looking to do in District West, Before we do it and then send correspondence on. What we've done on the matter. I could send the email. To this group and not violate the open meeting laws. Would that be correct? Because we don't have a quorum of District West in this group that So that's how I should proceed Larry. Okay, see, just like I told you when I have an open meeting question.

Larry Allen yes

Diedra Freedman: I'm just Larry or Michelle. So you just happen to be convenient. This time Jeffrey.

Linda Mecham: Actually shouldn't we forward it not only to the DPM but also to Zane.



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Linda Mecham: I mean. It's it, it's District wide. I mean it's DDD wide. It's a DDD issue, it's not just limited to Central or to East. Or West or any of it's, it's district-wide. The issue as to where Article 9 applies. Correct?

Diedra Freedman: Yeah, I don't Linda I don't have a, I don't have a problem. I mean, obviously if I send it to Mary, she's gonna send it. going to send it to Zane, she's gonna Michelle's going to send it to Leah, I don't have a problem putting everybody on the email but Because of my background.

Diedra Freedman: As a retired attorney, I want to make sure that we're following the proper procedure and...

Linda Mecham: Right.

Diedra Freedman: that it's addressed to the proper person, which would be Mary Demery for District West. But I can, I mean, I can C/C everybody and a brother as far as I'm concerned.

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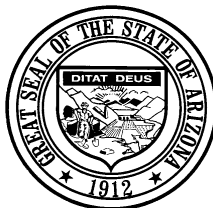
Linda Mecham: let, Let me ask, let me and maybe Nancy might be able because she's the one that actually. Did this? Shouldn't all correspondence, go to Larry and then he would disseminate it. Because he is ADOA. We're not DDD.

Nancy Barto: Yeah, I believe so.

Linda Mecham: All the parties that need it. I would, I would think that that's how I understood it. Once we came under ADOA, is that we present our issues through Larry and that he would disseminate it to DDD for us and keep track of the progress of that. That's my understanding.

Linda Mecham: Yeah.

Linda Mecham: Okay. Does that make sense to you De?



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Diedra Freedman: Yeah, I just want to make sure That we're dotting all the I's and crossing all the T's. So if no one has a problem with it, all address it to both Mary Demery and to Larry. I mean everything, I do, I C/C Larry when it's IOC business,...

Linda Mecham: Right. Right.

Diedra Freedman: and I and I C/C Michelle's. So,

Linda Mecham: Nancy.

Nancy Barto: Thank you, Linda. I just had a quick question for Larry. If, if he has the answer, he alluded to that he does. Deal with DD individuals, in the foster care system, I'm wondering, which organization and oversight committees. He reports those incidents too because there is not currently a DD, A Foster care or DCs foster care. IOC in place, which we're hoping we can rectify at some point.

Nancy Barto: Who do you deal with, for those incident reports that have that involved DD Foster children.

Nancy Barto: Is there an oversight group?

Larry Allen

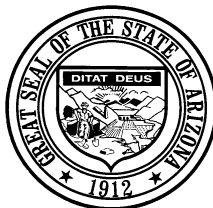
Nancy Barto: so, some of the

Nancy Barto: So Christopher Keck is in charge of the Advisory Council.

Nancy Barto: Okay, you do. Do you deal with any oversight group under DCs?

Nancy Barto: Okay, thank you.

Linda Mecham: Any other comments regarding this topic?



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Discussions on Problems with Residential Billing

Linda Mecham: All right, the next item on the agenda is discussion on problems with residential billing and I thought Carol McNulty was going to be on to present this. I personally never had this because Mark lived at home, but we, as District Central, Or even back to District One back in the big way back. This issue has been ongoing. We have talked to the billing, folks, Karen. And I went in and had one-on-one meetings with them. The problem is, they never, they do not get the billing straight.

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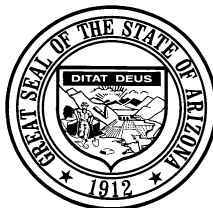
Linda Mecham: Michelle or Jeffrey. Did you guys get that email? with the Billing that Carol sent?

Jeffrey Yamamoto: I've got the specific PDF billing. That was sent if you want me to go ahead and put it up.

Linda Mecham: Yeah. This is what Carol sent me for the last three months. The billing And when you see it you will notice that it says "this is not a bill". So, essentially, her daughter would be living in this home For free. because according to what they are saying, she does not owe any money. but Carol knows that that figure right there \$1264.90 is the amount that is owed every month for her residential billing. And so she continues to send that in. And as you can see, she now has a \$9,893 dollar balance.

Linda Mecham: And so something is going on. Karen had the same problem. Several of the people on our committee have this problem with the members that are living in DDD residential settings. Where the billing is inconsistent, it's not correct. And so what they do is they just pay what the support coordinator told them, the amount was going to be And in Carol's case, it's that amount based on her daughter's. Income. so, this is something that really needs to be looked at, Because at some point...

Linda Mecham: If they're not paying the bill, then two years down the road, the family or the payee. Could be presented with a huge bill that they don't have the funds for number one. And then what happens. And number two, what happens if they give this \$9,893 back to?



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Linda Mecham: Carol. Then, all of a sudden, her daughters out of compliance out of ratio and, and is not able to And could lose services. So I'm just wondering if something can be done with this. Because this has been going on for years, years and years way back to the Lisa photo days. So,

Zane Garcia Ramadan: Linda. So, as Leah mentioned earlier, I don't think any of us are particular experts in this. However, we do have a unit at DDD that is exclusively dedicated to this. So maybe, if we could have Carol send this information into our customer service center, we will have that team provide a thorough explanation of all this because I think one of the challenges also might be that if the support coordinator is sharing this information, maybe they didn't explain it in as much detail. So let's just have a look to see.

Zane Garcia Ramadan: For this individual, it's addressed that with her. We don't have to talk about that here. And then...

Linda Mecham: Right.

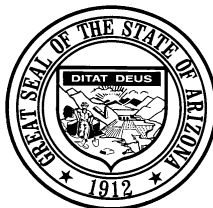
Zane Garcia Ramadan: what we will do is we'll talk to our team who we refer to, as the Revenue Desk team to to take a close look at this example, and see if this perhaps does shed light on any broader systemic concerns that we can look into and then, you know, we'll be able to provide an update on it, but I don't want any of us to necessarily chime in on this without having all the details and Ortiz on the matter.

Linda Mecham: Sure. And just and just FYI, Carol has talked to the billing folks. A...

Zane Garcia Ramadan: Okay.

Linda Mecham: because she's very, very particular in trying to keep everything organized, in an order in the way it's supposed to be. And, What I meant when I said the support coordinator told her to pay this amount that's just based on the schedule, that is like, is it 72% or 83%, whatever it is. That's the amount. And then like in an ADH home.

Zane Garcia Ramadan: Got you?



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Linda Mecham: It's but this is something systemic that's been going on for quite some time. The issue has not been resolved. And with Carol leaving, I know that the subject will get dropped on our committee, probably, but I think that it's something. I hope that you can address with your team and get it resolved. For all of the members who live in residential housing for DDD,

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Zane Garcia Ramadan: Okay, thank you.

Linda Mecham: But thank you and we have had billing to our meetings and explain it to us. We've, you know Karen, I said to me with them so you know, we know, we know what they say, it's just that the result continues to be the same. So just an issue that maybe we can get resolved. so,

Updates From DDD Assistant Director, Zane Garcia Ramadan

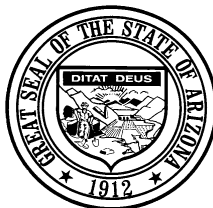
Linda Mecham: Item Number eight. Assistant Director of DDD update, that would be you Zane

Zane Garcia Ramadan: Indeed, thanks...

Zane Garcia Ramadan: Linda. um, so I do have quite a few updates to share and then There's gonna be a couple other DDD leaders that also will provide some updates on some projects that we're working on, and Will need time for any follow-up questions that any of you might have. But I do want to start with a quick update about the leadership transition at DES. You know, as you all know, a couple of weeks ago, Governor Katie Hobbs was sworn in as Arizona's, newest governor, she is going to be bringing on a number of new directors to lead our state agencies, including DES and so it was recently announced that our current director, Michael Weishart would be ending his time as the desire on January 30th.

Zane Garcia Ramadan: In a new director, by the name of Angie Rogers will be taking over at that time.

Zane Garcia Ramadan: You know, I we're certainly going to be sad to see Director Weishart leave because I do think he's one of the best directors that DES has had, and he was very supportive of the DDD program, but at the same time, I have no reason to believe that the incoming Director Rogers will also not be all of those things. I don't know her that well myself, but I do know many people who have a



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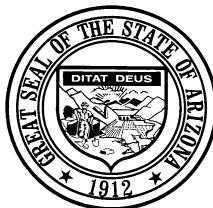
relationship with her and they have nothing but amazing things to say about her. She did work at des in the past before most recently serving as the CEO of the Arizona Food Bank Network for the past nine years. So, from a DES perspective, I do think there's a lot of value that she's gonna be able to provide. And again, everything I've heard indicates that she's someone with great character integrity, and an awesome leader. So I think we're gonna be looking forward to that.

Zane Garcia Ramadan: Um Another notable transition for the purposes of our work in DDD is that Carmen Heredia has been named as the new AHCCCS director and she will actually be starting on Monday of next week. As many of you know the current director Jamie Snyder announced her retirement a few months ago. And so a little bit about the incoming Director Heredia, she was most recently the CEO of [Via de Sol](#). So which is an organization that provides integrated behavioral health and primary health to underserved populations in Arizona and New Mexico. We've not yet had a chance to meet her and it's still unclear what kind of familiarity she has with DDD or the IDD population, but it'll definitely be an opportunity for us to educate her and

Zane Garcia Ramadan: And bring her up to speed on all of the work that we're trying to do to best meet the needs and serve this population. Finally, one. One internal leadership update that occurred since we last met as a group in October and you may have heard mentioned during the introductions DDD has selected a new Chief of Operations Nicolette Fidel. I think many of you already know Nicolette, she's worked for DDD for the past 15 years, and she's a great leader. Who's deeply committed to the DDD population. She's here with us today and she'll be attending our quarterly meetings moving forward. So you're gonna hear from her more often in the future.

Zane Garcia Ramadan: Um so the specific topics that I wanted to cover today are the return to in-person planning meetings. Support coordination staffing, the well sky transition. And the Accl Group Home Monitoring pilot and then to ARPA initiatives, that DDD is working on which Leah and Dr. Arnold will give an update about But first, as it relates to the return to in-person. Planning Meetings. So for the past few months,...

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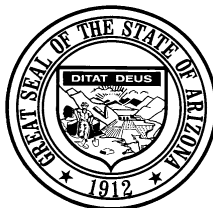
Zane Garcia Ramadan: support coordinators have been offering to conduct in-person meetings with members and letting members and families. Decide their preferred method for meeting the vast majority of individuals have chosen to remain conducting. Those meetings virtually.

Zane Garcia Ramadan: Um, however, given the impending end of the public health emergency, and the fact that many members have not been seen in person by their support coordinators in a long time, we felt it was important to set a firm date for when in person meetings would resume with very limited exceptions. And so that date is going to be April 1st of 2023. I think all of you are very well aware that, you know, planning meetings are sort of the core of the work that DDD does and in helping members live self-directed healthy and meaningful lives and that, that personal connection that's developed between a support coordinator, and the member is really key to helping each member achieve, their goals live, the life, they want to live. And so we feel that conducting these meetings is going to be necessary to...

Zane Garcia Ramadan: Also help assess each member's health, and well-being in their environment. So seeing the entire living situation to ensure that they have what they need, that they're free from abuse, neglect or exploitation which is sometimes difficult to determine through video. So we're kind of, you know, returning back to how things were as it relates to in-person planning meetings and I think by announcing it a few weeks ago like we did it should give Staff, members, families a lot of time to prepare and so everyone should be ready for this transition. Once April 1st comes around... Keith.

Keith Jansen: What's going to happen when they reinstitute a health emergency, because right now within the past two months, covid cases have more than doubled in the United States. And the newest variant BB 1.5 is more contagious and more lethal than the last variant. So there's already been talk up high about, you know, reinstituting it.

Zane Garcia Ramadan: Sure. So yeah, we're gonna continue to monitor the guidance from ADHS, you know, they have the levels of high, medium, low. If there are instances when there's a high, like that red warning for a certain county, we would not force you know, meetings to occur in person but even in the areas where there's not that level we will always you know, Provide the offer to families or families requests to put in place precautions, either social distancing in the home, wearing having a support



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coordinator wear a mask, but we're certainly not going to lose sight of those precautions as we do make that return to in-person planning.

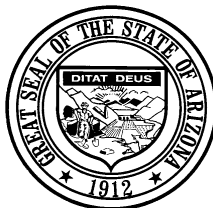
Zane Garcia Ramadan: One positive development that we're seeing, as we do kind of make this transition into the in-person meetings is that overall staffing capacity and support coordination is really on the rise. In the five months since the salary increases went into effect, we have netted over 100 new support coordinators to DDD. And, we don't have any reason to believe that this trend is not going to continue. So hopefully, you know, by the middle of 2023, we will have netted a hundred more and all of this is going towards decreasing the caseloads of current staff and making their current work more manageable. Especially as support coordinators, begin to add travel time to their days. So the increase in staffing is certainly something to be excited and hopeful about

Zane Garcia Ramadan: Um, with that said, though, it does mean that we will have a lot of new support coordinators, joining our organization, who likely have very little experience with DDD. And so that is becoming a big focus of the strategic planning that we're doing to make sure that, you know, we're providing the necessary training resources and support as we have a lot of new employees in our organization and beyond. Even though I think we recognize that we're in a different moment in time and DDD, you know, any day now we're going to be crossing

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Zane Garcia Ramadan: 50,000 members being served by the division. I think, right now we're at like, 49,800 or something like that. And, you know, not only do we have, and we are serving the most members ever simultaneously? We also have the most amount of support coordinators that we've ever had simultaneously. And there's more information that a support coordinator needs to understand than ever before. So the current status quo of, you know, how we're doing things needs to be looked at. And we're, we're strategizing how all areas of DDD can best support the work that is happening in support coordination. And

Zane Garcia Ramadan: You know, so we're kind of looking through what we want, support coordination to look like three to five years from now. And what strategies can we pursue to best meet this new moment that we're in and some of the strategies are already in motion? So, for example, we've developed



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new onboarding units, where new support coordinators will come on board. In addition to receiving the normal orientation training that they receive, they're all going to be around experienced support coordinators shadowing them, etc and getting ready before they actually take on a caseload. So that when they do start supporting members and families, that they're well equipped to do that,

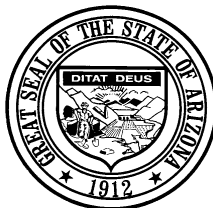
Zane Garcia Ramadan: So, you know, a lot of excitement around support coordination and we'll continue to keep you updated on that.

Zane Garcia Ramadan: Another update I want to share. I think I talked about it briefly in our last meeting, but now that we've gone about Five months or so since the implementation. We did implement a new claims processing system at DDD on September 1st 2022. This was necessary in order for us to come into compliance with federal billing standards and

Zane Garcia Ramadan: Sort of move away from the homegrown coding and billing system that DDD had been utilizing for decades. We did know that this was going to be a very significant challenge for many of our vendors who might not be accustomed to the more sophisticated billing systems and we've tried to be as supportive as possible throughout the process over the past year. Plus, you know, as expected there have been little bumps along the way, but overall we do feel it's been a success so far, looking at it from a big picture. In the four months post implementation of this new system, DDD has paid a higher amount of vendor claims than in the four months prior to the implementation of the new system. Similarly, you know, leading up to this transition, we had 645 different

Zane Garcia Ramadan: vendors that were billing in our previous system. And so, to date we have had 644 vendors successfully submit billing in the new system, which is very important to us. Given some of the conversations and concerns that we had about. You know, the smaller mom and pop QVAs that might not be able to make that transition to a new claims processing system, so far it has proven to be successful and we're excited about that.

Zane Garcia Ramadan: Obviously the transition has not been absolutely flawless. We've been aware of some small bugs in the system and we're working to fix those as quickly as we can. And we're also working with various vendors on unique challenges that they may experience and working with them to



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get resolution and troubleshoot those issues. But on the whole, we do feel positive about the way that the transition has occurred so far... Linda

Linda Mecham: how are you, how is it going in the areas, where there is no Internet or,

Linda Mecham: Maybe the families could not afford to have a device to log in on. I know that when I did, when I was doing Mark, I had to have, I couldn't, it wouldn't all work on just a Chromebook. I had to log in on Chromebook but then I had to sign off on, I could sign off on my iPad. It was as, you know, a while ago because he's not, he's been gone for a while, but I just wondered. If those are still issues that are going on?

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Zane Garcia Ramadan: Sure. So I think what, I think what you're referring to is EVV, the electronic visit verification.

Linda Mecham: Is that what you're talking about here?

Zane Garcia Ramadan: No, I was talking about the claim system that our qualified vendors utilized to bill services.

Linda Mecham: oh, I'm sorry. I thought you were [driving me](#), alright?

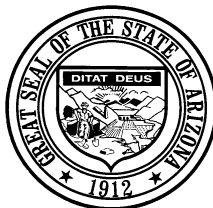
Zane Garcia Ramadan: Yeah, no problem.

Zane Garcia Ramadan: Sure.

Zane Garcia Ramadan: De, Did you have anything you wanted to add?

Diedra Freedman: Yeah.

Diedra Freedman: I just wanted to point, I just wanted to share with everybody that the Arizona Autism coalition had a day of learning back in November. There were representatives from both AHCCCS and



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DDD there, and they talked about the implementation of Well Sky along with AHCCCS's EVV system. And I thought that it was a very productive session and I just wanted to thank DDD for participating in that forum. And hopefully the issues that were brought up...

Diedra Freedman: Either are being worked on or have already been resolved. So I just wanted to give your staff a shout out. We really appreciate the fact that they're willing to listen to the issues and work with the community to reach solutions.

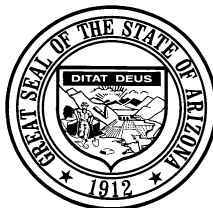
Zane Garcia Ramadan: Thank you De. We appreciate that. We'll certainly pass it along.

Zane Garcia Ramadan: All right. Next I want to provide a quick update on House Bill 2865 which the legislature passed into law during last year's session. And just, as a reminder, this was the bill that established a group home monitoring pilot with the State's Protection and Advocacy Organization ACDL, which is the Arizona Center for Disability Law. And in addition to that group Home Monitoring pilot, it also required an annual report be delivered to the legislature which details all incident reporting on an annual basis. And that first report is due to the legislature on January 1st 2024. And so we've been working hard to implement both of these requirements. DDD did recently sign a contract with ACDL to

Zane Garcia Ramadan: And implementing that group home monitoring pilot and that contract and that scope of work essentially outlines that...

Zane Garcia Ramadan: ACDL will be conducting group home monitoring on....

Zane Garcia Ramadan: A number of a few hundred DDD group homes that serve members with complex needs and what they're going to be doing when they monitor these group homes is identifying the services in the person-centered service plan that have been detailed and ensure that they're being provided as stated also identifying, if the services and the pcsp have been effective at meeting a members needs, if they've reduced the number of behaviors, that interfere with an individuals, ability to live safely in the community, and identifying, if all physical interventions used by the group home have complied with the members behavioral treatment plan.



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Zane Garcia Ramadan: So that's on the group home monitoring side and that's going to occur over the course of the next three years. And it will culminate in a report that will be made available to the public, the Governor, the legislature, etc. For the, the other aspect of the contract that ACDL will be working on is reviewing a select number of QOCs. So quality of care concerns. There's not going to be any change in DDD's role in investigating those QOCs. That will remain our statutory requirement but as required, by this legislation, DDD will begin sending all QOCs from DDD group homes to ACDL.

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Zane Garcia Ramadan: And then ACDL will screen those QOCs to identify trends.

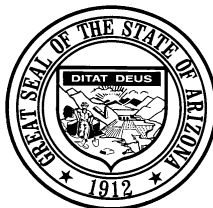
Zane Garcia Ramadan: Trends like, if there's more than one complaint from a member, if there's repeated incidents at a group home, if they feel that members are at risk for abuse and neglect. And so ACDL will then choose which of these QOCs that they will conduct an additional investigation on with and they're gonna prioritize those that are related to abuse, neglect and safety. And so, combining those two pieces of work that they're doing between the group home monitoring and the QOC review from an independent perspective to DDD there, they will by December 31st of 2025 complete this report that, you know, will be sent to the governor, legislature and made available to the public for review. De

Zane Garcia Ramadan: I think you're muted.

Diedra Freedman: sorry, the last time that you talked to us about this,...

Zane Garcia Ramadan: Yeah.

Diedra Freedman: I had asked you and you confirmed that this was a serious concern of yours putting in performance metrics to make sure that ACDL was actually doing meaningful, productive work. Were you able to get those performance metrics put into the contract? So that you can make sure along the way that they're actually fulfilling the contract. And basically that, they're not just getting more money for doing what they're already doing. Quite frankly.



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Zane Garcia Ramadan: Yeah, so that wasn't a big topic of conversation as we were kind of developing the SOW and yes, they do have deliverables as part of their contract with us that sort of [proceed](#), some of the payments that they would receive. But the reality is they, I mean they need to monitor over 500 group homes and in order to do that they are gonna need some funding to carry that out. And so we don't believe that, you know, this funding will be used to further efforts that are not related to the particular scope of work. And it is a conversation that we had with them.

Diedra Freedman: Congratulations. Thanks.

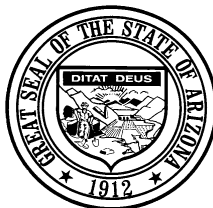
Zane Garcia Ramadan: Now, there's also another aspect of HB 2865 that does not relate to ACDL, and that is in regard to the annual report that DDD will be sending to the legislature. Beginning January, 1st, 2024 about incident reports and so in the in the legislation that we're a number of categories, the DDD needs to include in that report and and what we found is that some of the categories being requested, we don't necessarily capture currently in an automated way and it would be incredibly difficult for us to try to manually put together all of that information. And so, one of the things that we did was we reconvened a work group that had been put together, I think in early 2022, I think Senator Barto is actually, on that group, as well as a number of members of the IOC...

Zane Garcia Ramadan: To look at how we could improve the Incident report form. And so we, we actually called that group back together a few weeks ago to see how we could best incorporate these additional required reporting fields. And I do believe that we've kind of settled on what the new version of this incident report form would look like and we'll be sending that out shortly to get some input from the public and then hopefully shortly thereafter...

Zane Garcia Ramadan: Implement it. And obviously this will be impactful for the IOCs because as you all are reviewing incident reports. There will be hopefully more information available to all of you. De

Diedra Freedman: Yeah, Zane, are you talking about the group that met with Jenny Roundtree? I actually was on that group.

Zane Garcia Ramadan: Correct.



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Diedra Freedman: As the IOC representative, and you need to be sitting down for this Zane, I was very impressed with the form that they came up with. I thought that they did an excellent job.

01:40:00

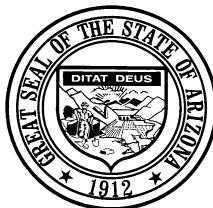
Zane Garcia Ramadan: Well, yeah. And then hopefully we can begin utilizing that and have it implemented in the very near future here and that will help, I think, on a number of fronts for us. Um so then the last thing is we and this is again, I think I've previewed this in previous meetings without, you know, too much detail being provided, is that there are a couple of initiatives that we're pursuing through ARPA funding that, we hope will have a very positive impact on the DDD member population and those are implementing a...

Zane Garcia Ramadan: Positive behavior support training for both, direct care workers and interested family members as well as looking at a dual diagnosis training that would be provided to behavioral health providers on best practices for serving individuals with developmental disabilities. And so on the call we have, the leads of both of those projects. And so, I'm first going to turn it over to Leah to talk a little bit about the PBS work, Leah.

DDD Leadership and Staff Updates

Leah Gibbs: Thank you, Zane and I am incredibly excited about being able to be part of this work group with DDD. I'm sure that many of you are very familiar with positive behavior supports. But if there's anyone on the call who doesn't have a lot of experience with that, I want to share the definition that we're using for positive behavior supports and that is, a set of research-based...

Leah Gibbs: Strategies used to increase the quality of life and decrease problem behavior by teaching new skills and making changes in a person's environment. Positive behavior support is not considered a treatment that is delivered to a member. But instead it focuses on teaching fundamental behavior



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concepts to those who support our members. And in building this process, we recognize that, not only do we want these skills in the hands of the direct support professionals, but even more importantly, into those family caregivers who are with that member every single day and make sure that we're able to set those foundations. In starting the work on this project...

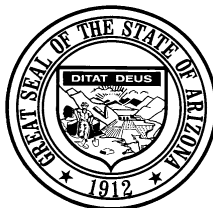
Leah Gibbs: One of our first steps is to be able to identify what curriculum that's out there that follows the best practices that could be used, not only for direct support professionals but also to help our families to be able to learn these skills. So, what we are doing is outreach to identify curriculums that exist. We have already sent out an inquiry to the NASDDDS, which is the National Association for State Directors of Developmental Disability Services. And we've gotten some responses back. We've also done outreach to Northern Arizona University, to the Institute of Human Development because we know Dan Davidson for many, many years, dedicated work done for NAU. In this very topic, we've done outreach to Raising Special Kids. We are working with our network staff to do some inquiries to our qualified vendor community.

Leah Gibbs: Because there may very well be vendors who are using curriculum today, that they'd be willing to share for this project. And once we identify the curriculum that we all agree as a work group, is going to help us make these foundational changes. We want to take that curriculum, I will take that curriculum to our executive leadership here at DDD to get their approval. And then we'll look at strategies for rolling out those trainings through the qualified,...

Leah Gibbs: vendor network with some incentives for them to have staff trained and participate, as well as working with agencies to make sure that we have consistent training available statewide to interested family members. Go ahead De.

Diedra Freedman: Yeah, I just want to make sure that you're aware that here in DDD District West, we actually have the former director of the ASU PBS Center...

Diedra Freedman: who is now a DDD qualified vendor. She and her partner own the Wellness Center here in Goodyear. And their entire center operates under use of positive behavior support. So I just want to



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make sure, I mean, they're ready to go, they've already been through all your contracting processes, so they could step up and lead the way for you.

01:45:00

Leah Gibbs: Thank you De. And so when we do our outreach to our vendor community then they should be able to provide us back their information and if we don't hear from them I'll be happy to reach out to them.

Leah Gibbs: And then once we identify the curriculum and the strategies about rolling that out, then we want to talk about putting together some strategies for not only feedback, but data so that we can demonstrate within the division that this has made a real positive impact. And our goal at that point would be to extend it well beyond the end of the ARPA funding to have it be something that DDD has available moving forward. So part of my outreach today to you all, and I think some of you have come to your committees and you knew about the project, what's to verify who are the Independent Oversight Committee members, who could join our work group in reviewing curriculum.

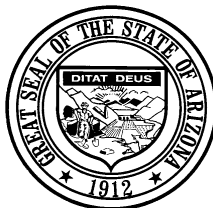
Leah Gibbs: We're going to have multiple work groups but we're gonna have that curriculum review group. We'll have the group about rolling out the strategies to implement and we'll have the group around data and analyzing the success of the program. So I wanted to get names please from my IOC members who would like to join us in the work that we're going to get going here when we get these curriculum right in our hands. And I don't know if you all want to wait and answer through your committee member meetings or if you want to give me some ideas today.

Leah Gibbs: Really. Okay. Go ahead.

Linda Mecham: I'll be happy to help.

Leah Gibbs: Linda, I thought that you would still want to do this.

Leah Gibbs: Thank you. And De, were you going to volunteer yourself?



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Diedra Freedman: No because I'm not a curriculum specialist. But at the DDD IOC, we actually have a couple curriculum specialists. I just don't know how full the plate is. One of them is actually on this meeting and she's looking sheepishly. Well,...

Leah Gibbs: I'm watching her.

Diedra Freedman: I don't want to volunteer her. But, Shelley Vinsant who also sits on DDD IOC. District West. Is a curriculum specialist, she's an educator. So, we'll bring it up at our meeting next week and hopefully we'll have somebody for you from District West.

Bernadine Henderson: Are you guys referring to me, Leah.

Leah Gibbs: Nothing really? No, no. Would we do that Bernie without knowing, you know, you're you're talking about?

Bernadine Henderson: You know, I would love to be a part of this. My thing is time. so like...

Leah Gibbs: Yeah. Yeah.

Bernadine Henderson: What kind of commitment?

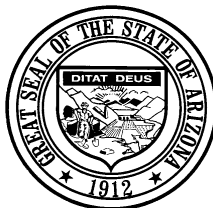
Leah Gibbs: You know the commitment we think is going to be a couple hours every other week for a while until we get something identified.

Bernadine Henderson: Okay, well, you can put me on the list, I'm good.

Leah Gibbs: Thank you and Don. I see your hand up.

Donald Harrington: I'm just gonna say, you can put me on the list to vet me, if I'm qualified or not.

Leah Gibbs: I bet you're qualified. Here's part of the thing. I understand that we're not all curriculum specialists. What's important to me is that the curriculum we identify is going to make sense to family



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members, and all of you have that experience. So thank you Don. I appreciate it. Anybody, any questions about the PBS project we're rolling out?

Linda Mecham: I taught school and...

Leah Gibbs: Thank you.

Linda Mecham: And I actually wrote curriculum, but that was a long long time ago.

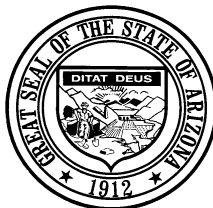
Leah Gibbs: It's okay, you've got common sense you know. Gee we're gonna be fine, thank you for the offer..

Zane Garcia Ramadan: All right,...

Zane Garcia Ramadan: Dr. Arnold, take it away.

Susanne Arnold: Okay, so my name's Susanne Arnold and as I mentioned before, I'm the DDD Behavioral Health Administrator and I'm fortunate enough to be the subject Matter Expert [ASH sponsor](#) on the ARPA project to identify training that we can offer to behavioral health providers, to better meet the needs of individuals with co occurring developmental disability plus behavioral health diagnosis. So my background is that I had worked as a clinical director for a behavioral health agency, actually, two of them, over a long period of time and one that I worked at had a lot of licensed counselors. And I know this, at that time, that I would get a lot of people coming to my door, calling me, telling me that they have someone with an intellectual disability or developmental disability newly assigned to them and that they...

Susanne Arnold: Really didn't know how to adapt what they knew to meet the needs of the individual. So it would take a lot of mentoring and I tried to find what's the best way to bring my staff up to speed so they have the confidence to do this work. I took all the relias courses myself, I took some continuing education classes. I was always on the quest to find, you know, a really good training curriculum that would help them both feel more confident and actually be confident. And so now we're getting to pursue this on a bigger level and a bigger scale. We have a work group that started. We had some meetings in



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November and December internally to structure the work group. And then in just this past week we had a meeting that included representatives from the...

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Susanne Arnold: Health plans. And so we're having some discussions with them about sending out some invitations to their provider network to invite providers to participate, as well as get some written feedback from them. We're putting together a survey to ask them, what kind of...

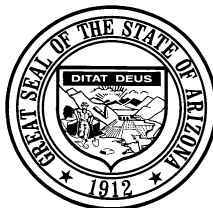
Susanne Arnold: training they might have found that they've found beneficial or, you know, things, they may be interested in. We're getting ready to be in the brainstorming stage where we look at all the possibilities. And, you know, positive behavior supports is one of the brainstormed items that's already on the list, but there will be a lot, a lot of additional ones. So that's kind of where we're at is that we've had our initial meeting with the health plan representatives and we've formulated the plan for expanding and getting the behavioral health providers themselves involved. Because we want to pick, you know, a really good plan and one that the behavioral health providers are receptive to and feel like would be a good set of tools and their toolkit Deidre.

Diedra Freedman: Yeah, I'm wondering, the...

Diedra Freedman: DDD AHCCCS contracts are going to be coming up for renew in the future. And I'm wondering if you're making plans now to contractually make this training a requirement? And part of the contracts with the MCOs that end up eventually getting the DDD ALTCS contract so that it's incorporated in there. So that rather than the training just become voluntary in the future, it actually becomes required that anybody who treats DDD ALTCS member, actually has this specialized training.

Susanne Arnold: That's definitely something that we're discussing. What I would like to see, is it not just apply to our contracted health plans but across the board to all AHCCCS registered providers. You know, because...

Susanne Arnold: for a couple of reasons. If I'm a provider and I have a lot of clients on my caseload from these other health plans, you know? And Might not have the incentive to get the training, you know, to be



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part of the DDD line of business for the health plans. So I would really like, plus you'll have, you know, individuals that have an intellectual or developmental disability, that haven't qualified for DDD services yet. So I would like to see it across the board required for all AHCCCS registered providers. But, you know, that's the contract, is in discussion. This idea of utilizing, you know, the workforce development...

Susanne Arnold: Coalition, that involves all the health plans, to make it something more universal as well as some incentives for providers. All that's being discussed and I do want to offer the invitation to all of you. If you're interested in being part of this project, we would absolutely love to have you.

Susanne Arnold: Do you have any questions or anyone if you think about it and anyone's interested, you know, you can just reach out Email, and let me know.

Linda Mecham: Thank you, Dr. Arnold, I think that we can bring this up to our committees when we meet and get back with you on that too. So,

Susanne Arnold: Okay.

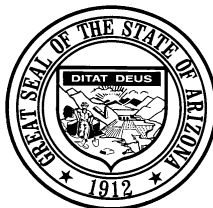
Linda Mecham: anything else, Zane?

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Zane Garcia Ramadan: That was all that I had. I know that the next agenda items for the staff, I don't know if anyone else from DDD wanted to share anything.

Linda Mecham: Leah.

Leah Gibbs: Before the meeting there was a request for some information that Keith had sent out and I have it and I wanted to share it if you don't mind. And that is the requests about the growth, the division of developmental disabilities had experienced in the last year. So I want to give you some some information and some numbers as you know, are the populations of folks that we support fall into three major categories, one being people who are DDD and Arizona Long-Term Care eligible, people who are DDD and what we call targeted support coordination, which means that they meet the eligibility for AHCCCS



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Medicaid, but they don't meet the eligibility for long-term care, and the third group, being what we call state-only that are folks that do not meet the Medicaid requirements in the state,

Leah Gibbs: Our long-term care population from January of 22 to December of 22, grew from 37,553 members to 39,234. And that is a four and a half percent increase over the year. Targeted support coordination grew from 5,551 to 6,078, and that's a nine and a half percent increase. And state only had the largest growth and that is from 3,524 to 4,348. And that's a twenty three percent growth.

Leah Gibbs: So, our overall totals for the program during January of 2022, we were supporting 46,628 members. And as of December 31st, 49,660 members and cumulative. That is a six and a half percent growth over the year. One of the other questions that was asked, is how many members passed away during the year from January to December. And there were 340 members who passed away through the year. So, I wanted you to be aware that that was the response to that. There was a question about the largest districts right now, our District West and District East are our largest districts and District East is experiencing the fastest growth at this time. So, I just wanted to share that.

Leah Gibbs: Any questions? Thank you.

Leah Gibbs: Sure. And do it a little slower this time.

Linda Mecham: A little more. Well, I thought there were only two categories.

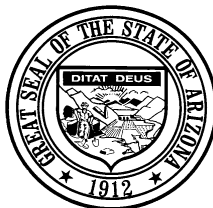
Leah Gibbs: Oh, happy to everybody. Oh well,...

Linda Mecham: The third one.

Leah Gibbs: then, there we go. Okay, so so,...

Linda Mecham: Yeah, exactly.

Leah Gibbs: um, in the program, you know, that we have members who are long-term care eligible. So, those are people who meet the requirements, to meet the eligibility, for the Division of Developmental Disabilities, and the requirements that are set for the Arizona long-term care system, to be long-term care



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eligible. The second group, and that might be the group that you didn't recognize Linda, we call it targeted support coordination. These are people who are Medicaid eligible and DDD eligible. Meaning that they qualify for a Medicaid health plan through one of those partner partnered health plans that AHCCCS has contracts with. So they meet DDD eligibility and they have health care through those managed care organizations and we call them targeted support coordination

Leah Gibbs: And then the third group being the group that does not meet Medicaid eligibility. But they meet our criteria to be eligible for DDD. Common sometimes, for those young children.

Linda Mecham: So what services are provided? I know the top the the ALTCS gets everything,...

Leah Gibbs: so, we have

Linda Mecham: but what about, Yeah. Yeah,...

Leah Gibbs: Based on need right. Linda okay,...

Linda Mecham: of...

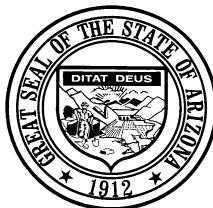
Leah Gibbs: based on that assessment.

Linda Mecham: what they need.

Linda Mecham: Yes, yes.

Leah Gibbs: Yes, so our targeted support coordination,...

Leah Gibbs: also receives support coordination support. They are there to make sure that that family is connected to community resources that they may need because there is not currently funding available for those long term care services that they're still support from our support coordinators to help that family to connect those resources. And if they are having challenges coordinating care to help with the health plan. Okay, um, go ahead De.



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Diedra Freedman: Yeah, I'm wondering specifically for those targeted individuals who qualify for AHCCCS they qualify for DDD. You mentioned that support coordinators help to coordinate those AHCCCS services that they receive. Are you getting a pushback because they're not receiving their services through the DDD ALTCS MCO, you getting push back from the health plans that because you're not paying the bill,...

02:00:00

Leah Gibbs: No.

Diedra Freedman: you don't get to say. Anything about the services that they're receiving.

Leah Gibbs: No, we're just there. If the family needs somebody, they're a little bit lost or they're having a struggle. We're there to help with that process and our support coordinators help with that process. And our DDD Customer Service center is there to help but we have not, that I am aware of, experience pushback. Thank you for asking though. I appreciate that.

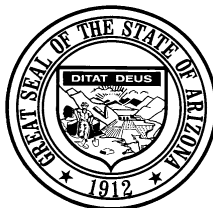
Diedra Freedman: I just think that it's important, I mean, Obviously, in my world. Everybody would get treated with dignity, respect and kindness and we wouldn't need Article 9 because everybody's human rights would be secure. But I'm just, I'm just wondering, you know, everything seems to revolve around. He who pays the bill gets to use the piper.

Leah Gibbs: Yeah. I'm going to use part of my OIFA experience to help answer that because as you are aware, we have our OIFA behavioral health advocates that are there to really help families navigate those systems. And we have families that are eligible for Medicaid but not long-term care eligible. And it's not uncommon that member may have a diagnosis of autism, and those families sometimes get lost in that navigation and our team is there to help them through that process. And we support those folks. Just as much as we support, anyone else eligible for the division, You're welcome.

Diedra Freedman: Thank you.

Leah Gibbs: Did that help Linda? Thank you.

Linda Mecham: Did. Thank you. Leah.



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Linda Mecham: Dr. Arnold, did you see the note from Don Harrington?

Linda Mecham: You're on mute but he would like for you to send him more information regarding your project.

Susanne Arnold: Great. I'm glad you mentioned that because I didn't notice the chat now. I do. Okay, great.

Linda Mecham: Okay, all right. And...

Susanne Arnold: Thank you.

Linda Mecham: Maybe you could send it to all of us so that we could present it at our committee meetings. Just Okay,...

Susanne Arnold: Absolutely. Yeah.

Linda Mecham: all right. Thank you.

Linda Mecham: Any. DDD Leadership and staff updates.

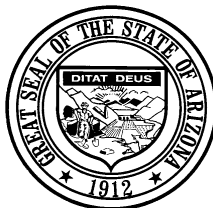
Roundtable Topics for Next Meeting

Linda Mecham: In the additional comments that have been made, okay? All right, round table topics for our next meeting.

Linda Mecham: Don, do you have anything besides the volunteer, you want too? Didn't you bring up the volunteer issue?

Donald Harrington: Not at this time. Not at this time.

Donald Harrington: I did.



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Linda Mecham: Earlier. Okay...

Linda Mecham: do you want that on the agenda for next time?

Donald Harrington: No, I think you thoroughly answered my question, reference that point. I would like to, you know, well, you know, I don't. I don't have anything at this time.

Linda Mecham: Okay, all right.

Linda Mecham: Anybody on the committee, I would like to follow up on the ASH situation.

Linda Mecham: We can.

Linda Mecham: Fill that out a little bit more. As it goes along. I would like that brought up. Did you have anything?

Diedra Freedman: Yeah, I would like a follow-up on, when and where does Article 9 Apply.

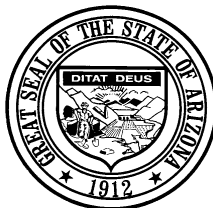
Diedra Freedman: And who's responsible for looking out for the human rights of DDD members. Is it? He who pays the bill or is it that they're DDD members? What is it? Let's get this fine so that we know who's responsible for what one and where and I will be sending out those inquiries. So hopefully...

Diedra Freedman: We'll start to get some answers. And if and if we need to work on getting those answers, then we can start dividing up the responsibilities so that we can get there.

02:05:00

Linda Mecham: I just thought I am getting old. I just thought of something else. Follow up for Zane.

Linda Mecham: Oh well, it'll come to me. I have too many USB sticks up there. They get, you know, this crowded. I can't pull up the right because I'm so old. Anyway so as issues come up in your meetings you know make note of it if it needs to be brought to this level or just to keep all of us informed as to what's going on throughout.



**Arizona Department of Administration
Arizona Department of Economic Security
Division of Developmental Disabilities (DDD)
Statewide Independent Oversight Committee (IOC) Chairs
Meeting Minutes**

January 18, 2023 - 10:00 am to 12:00 pm

This meeting took place by electronic means due to the Public Health Emergency still in effect. There was not a physical location.

Linda Mecham: The state with regards to IOCs, just make a note of it and be sure to let Jeffrey or Michelle know Larry so that we can have a good hearty discussion at our next meeting. Um, and our next meeting Jeffrey.

Jeffrey Yamamoto: Will be April 19th.

Discussion on Next Meeting Date/Time/Facilitator

Linda Mecham: Okay. And we need a facilitator for that.

Linda Mecham: Don, you want to facilitate it next time?

Linda Mecham: Nothing like putting in the spot, right?

Donald Harrington: I think I need to learn a little bit more before I do that.

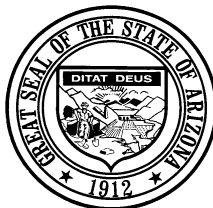
Linda Mecham: It's gone back and forth between De me for the last several meetings. And so I just thought you guys might like

Jeffrey Yamamoto: We can do.

Donald Harrington: and,

Jeffrey Yamamoto: We can do a determination at a. I can ask for that a month out.

Jeffrey Yamamoto The next meeting will take place virtually on April 12, 2023, at 10:00 am. The Facilitator will be **TBD**.



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Adjournment

The meeting was adjourned at 12:14 pm by **Linda Mecham**. The next meeting will take place virtually on April 19, 2023, at 10:00 am.

Linda Mecham: All right, okay. All righty. Thanks. Jeffrey anything else. Any further business? Okay, with that with nothing further. It is 12:14 and this meeting is adjourned. Thank you, everyone.

Zane Garcia Ramadan: Thanks.

Donald Harrington: Thank you. Thank you very much.

Joan McQuade: Thank you.

Meeting ended after 02:07:13 🙌