



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, Feb 8th, 2023 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually due to the Public Health Emergency.

Meeting called to order by Committee Chair, **Suzanne Hessman**. The date was Feb 8th, 2022, at 5:03 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

Attendance in Person: **None This meeting was virtual due to Public Health Emergency.**

Attendance by Google Meets unless otherwise noted:

- **Sarah McGovern (Vice-chair)**
- **Kin Counts**
- **Rebekah Gigliotti**
- **Teresa Brooks**
- **Elizabeth (Beth) Bird (Phone 480-***-**56)**

Absent:

- **Aimee Griffith-Johnson**
- **Suzanne Hessman, (Chair)**
- **Yolanda Huynh**
- **Tonia Schultz (non-voting member)**

Public in Attendance: **None**

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

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

Healthcare Plan Liaison: **Dawn McReynolds (United HealthCare) Vera Kramarchuk (Mercy Care)(Phone 480-***-**17)**

DDD staff and guests: **Trudy O'Connor** (District East Quality manager), **Jeffrey Yamamoto** (IOC Liaison), **Joan McQuade** (OIFA Supervisor) **Leah Gibbs** (DDD Bureau Chief) **Berenice Curro Sanchez** (DDD PRC DE Chair)

The Committee, DDD, ADOA, AHCCCS, UHC& Mercy Care Employees introduced themselves.



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This editable transcript was computer generated and might contain errors. Liaison has edited some of the transcript for accuracy and ease of reading. Any blue italics transcription was missed by the transcriber.

DDD District East IOC-Conference Call line (2023-02-08 17:03 GMT-7) - Transcript

Attendees

+1 480-***-**17, +1 480-***-**56, Berenice Curro Sanchez, Dawn McReynolds UHC OIFA, Fredreka Graham, Jeffrey Yamamoto, Joan McQuade, Kin Counts, Lawrence Allen, Leah Gibbs, Rebekah Gigliotti, Sarah McGovern, Teresa Brooks, Trudy O'connor

Transcript

Jeffrey Yamamoto: So this meeting is going to be under transcription. Please do not talk over other members. It helps in translating the transcription. As well, as please talk directly to your microphone and or to your computer when possible. All right, Sarah.

Call to Order

Sarah McGovern: Okay, this session of the Independent Oversight Committee is now called to order. The date is February 8th 2023 and the time is 5:03. And I guess we'll go around and do our introductions. My name is Sarah McGovern. Vice Chair, IOC East. And Teresa, would you like to go next?

Teresa Brooks: Yes, Teresa Brooks committee member. I almost said committee chair.

Sarah McGovern: Okay, Kin.

Kin Counts: Good evening, everybody. This is Kin Counts. Committee member

Sarah McGovern: And we have Beth.

+1 480-*-**56:** Elizabeth Bird Committee member.

Sarah McGovern: Right, and Rebekah.

Rebekah Gigliotti: My name's Rebekah Gigliotti, I'm a committee member as well.

Sarah McGovern: And Jeffrey. Who else did we have?



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Jeffrey Yamamoto: From the committee that is it that I have seen so far. So you have five members and you have a quorum,...

Sarah McGovern: Okay.

Jeffrey Yamamoto: I can go ahead and go through the list of everybody else if you wish. All right,...

Sarah McGovern: Go right ahead. Thank you.

Jeffrey Yamamoto: ADOA Larry.

Lawrence Allen: Good evening, Larry Allen with ADOA.

Jeffrey Yamamoto: Thank you, Larry. Oh, Fredreaka.

Fredreaka Graham: Hi everyone. This is Fredreaka. Graham with AHCCCS.

Jeffrey Yamamoto: Thank you.

Jeffrey Yamamoto: Joan.

Jeffrey Yamamoto: You're on mute.

Joan McQuade introduced herself

Jeffrey Yamamoto: Thank you. Leah.

Leah Gibbs: Good evening, everyone. I'm Leah Gibbs, the Bureau Chief of the Office of Individual and Family Affairs (OIFA).

Jeffrey Yamamoto: Thank you. Dawn.

Dawn McReynolds UHC OIFA: Hi everybody. This is Dawn McReynolds UHC OIFA administrator.

Jeffrey Yamamoto: Thank you, Dawn, Vera.

+1 480-*-**17:** *Vera Kramarchuk, Mercy Care ombudsman.*

Jeffrey Yamamoto: I thank you Trudy.

Trudy O'Connor introduced herself

Jeffrey Yamamoto: Did I miss anybody who is currently on this call? Or in this meeting.

Jeffrey Yamamoto: All right, Sarah, that is everyone.



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Call to the Public

Sarah McGovern: All right, so now we're going to do a call to the public. Is there anybody? Anybody here from the public this evening?

Jeffrey Yamamoto: I did not see any additional names and or phone numbers so I will say no.

Sarah McGovern: Okay. Then we can move to our fourth item, which is DDD Policy And/or Legislative Issues.

DDD Policy And/or Legislative Issues.

Sarah McGovern: Was there anything on the agenda with that Jeffrey?

Jeffrey Yamamoto: That is usually Suzanne's topic as she is on a subcommittee.

Jeffrey Yamamoto: With some information about some policies and governmental legislative actions since she is not here,...

Sarah McGovern: Okay.

Jeffrey Yamamoto: We will just have table that until she does arrive and or to the next meeting.

Discussion on Quarterly Chairs Meeting

Sarah McGovern: Okay. Then we'll move to the discussion at the quarterly chairs meeting. I know, I was not able to attend because it falls right when I'm teaching a class, but I'm not sure was there anybody from the committee who was able to attend that?

Jeffrey Yamamoto: So the District East was not represented during that meeting. That is the reason why I did send out the transcripts for that meeting. And so...

Sarah McGovern: Okay.

Jeffrey Yamamoto: if anybody had any discussions that they wanted to bring up about what was on the transcripts, if you read it. Or even if you like the Format, that it was in. Seem fairly easy that you can find sections, that topics were in

00:05:00

Jeffrey Yamamoto: So it's open right now for anybody that wants to comment on that.

Teresa Brooks: Jeffrey. I read some of the minutes, I wasn't able to get through all of it, but I thought it was easy to follow and find stuff.



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Jeffrey Yamamoto: Great. Thank you, Teresa.

Jeffrey Yamamoto: Any other comments out there? Did anybody have either for content? Or for me, format.

Sarah McGovern: I thought the format was fine. I like Teresa, I did not quite get through the whole thing but the format seemed pretty easy to follow.

Jeffrey Yamamoto: Okay. Anything on content.

Sarah McGovern: I can get back to you. What I've read

Jeffrey Yamamoto: All right. And what I might do is if you want, I can continue to have that on (the next agenda) as comments from quarterly for the next meeting.

Sarah McGovern: Okay, I think that sounds like a good idea.

Sarah McGovern: Okay, Teresa

Teresa Brooks: And I will add one thing, sorry I did, I read the part where I can't remember the name, but he was asking about what was being done to recruit members to the IOC or volunteers altogether. And I know Liz Perez from You know, 23 years ago, when I had my son, she was my support coordinator for three years for my son. So I reached out to her and I just gave her kind of a suggestion that came to my mind in case we haven't thought about it. And that was to maybe do a presentation to the partners and leadership training.

Teresa Brooks: That happens because I know we had a couple of people. Speaking to us from DDD, but I don't recall.

Teresa Brooks: Kin maybe you do, but I don't recall this Opportunity to learn about the committees that you could volunteer for and such. So she said she'd reached out to the gal, who runs it. So we'll see what happens.

Jeffrey Yamamoto: All right, thank you, Teresa.

Sarah McGovern: All right, thank you, Teresa. Does anybody have any comments about the statewide meeting?

Sarah McGovern: Okay, well, we can move on to DDD staff update.

DDD Staff Updates

Sarah McGovern: I'm not sure who gives us the DDD step update.

Jeffrey Yamamoto: I'm going to go ahead and send us over to Joan first.



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Joan McQuade: Hi everybody. We are fully staffed on our team. Things are moving along nice and smooth and as you've probably noticed by the dates of the incidents that you're getting, where as current as we can possibly be right now. So things are going well. And I have no other updates at this time. Thank you.

Jeffrey Yamamoto: All right. Thank you, Joan. Trudy.

Trudy O'connor: So right now, we have a few vacancies, we've got one nurse investigator vacant, she just left last week and went to another state. And then we have two programmatic investigators that are vacant, and we should be interviewing soon. We're just going through our resumes, so we're excited to do that.

Jeffrey Yamamoto: Thank you, Trudy.

Jeffrey Yamamoto: At this point, I'm going to just comment on this. to the IOC members that are on.

Jeffrey Yamamoto: I do apologize Trudy and her team did send up some Answers, I believe that you may not have received for your questions. I did just send out a new set of questions that Teresa had just sent last week to quality. So hopefully Trudy Chris, and whoever else is on her team, maybe able to get to those. I think there were a total of 16 that are left Trudy. So I don't know.

Trudy O'Conner said she would address those questions as a priority

Jeffrey Yamamoto: If you would please. All right, thank you.

Sarah McGovern: Okay. Were those all the DDD updates, Jeffrey. Okay.

00:10:00

Jeffrey Yamamoto: No. Of course, we have our Bureau chief for the Office of Individual and Family Affairs. Mrs. Leah Gibbs.

Sarah McGovern: Yes.

Leah Gibbs: You know, Sarah I always kind of wonder if I share too much information and my giving you more than you want and if I am let me know and I'll be happy to cut back.

Sarah McGovern: No, you're more than helpful. We like the information

Leah Gibbs: I'm glad to hear that. Thank you. So some updates that I think are really important in an impact to us all. You may be aware that President Biden announced the intent to discontinue Public Health,...

Leah Gibbs: Emergency on, May the 11th. So, it's around the corner and at this point, it certainly sounds like there's no indication. They're going to change that date and we are acting accordingly to that. There are other actions the division has been doing in preparation for this and there are some changes that will



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be in effect as of April 1st for us for over a year. Now we have been working with our support coordination team and our members and families to give them the option between virtual meeting and an in-person meeting. And as of April 1st, we are going to be reinstating the in-person meetings that where we were doing prior to the public health emergency. It's really important.

Leah Gibbs: To us that we really get those eyes on our members, and make sure that they're safe, and make sure their environments are good, and then we're tracking that information and responding accordingly. So, as of the first of April, meetings will occur April 1st. If there is a family though that does have a concern and it might have to do with the vulnerability of the health and safety of your family member. We are absolutely prepared to do what we need to do around the protective equipment to make sure the members are safe and our support coordinator is safe. But we are reinstating those in-person meetings.

Leah Gibbs: Second one of the flexibilities that we've been offering right now. I don't even know that there's any open authorizations, I don't think so. But we were calling it supporting our members. During remote learning opportunities. When there were members, who were not attending campus at school and the schools were doing virtual support to the member at home. And we had an ability with the coordination of AHCCCS and the Department of Education to be able to have an attendant. Keep that member kind of tuned into what's occurring under certain circumstances that is going to discontinue. The schools are no longer providing that as I method for the community for the students and it's not really needed anymore as a flexibility.

Leah Gibbs: Um, there have been some other flexibilities that don't really impact a lot on the members, but there was information. Guidance to the qualified vendor community about assessing risk for members for serious illness around contact to covid-19 and that is no longer. Something that has the high level of risk that it had before. So we're discontinuing that guidance. And there used to be a protection in place that an individual who returned home during the public health emergency was held a place in their previous living situation. Whether it was a group home or developmental home, we're no longer holding those for folks. We're, as of April first, we want people to be back into their environment, or make a determination about where it's best for them to live. So those are some of those changes that are the first of April. We maintain our Web page that is dedicated to the actions related to Covid-19.

Leah Gibbs: This means, if anyone goes to our main DDD page, there's a pop-up window that takes you right to the actions of COVID-19. And on that page, we have every flexibility that we were able to put in place throughout the public health emergency with the date that they started, and the date that they ended or will end depending on the situation.

Leah Gibbs: One of the changes that will be happening. And with the parents that are paid providers for their minor children, is that, if in fact May 11th becomes the final day of the public health emergency, the payment for that flexibility continues to to be funded, under a regular DDD billing system through the end of that quarter. So that means through June 30th. The program runs just the way it's running now and then as of the first of July, the funding for that program is going to switch to the ARPA. The American Rescue Plan Act funding and with that funding, there are some additional requirements around that



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service that are all posted on the AHCCCS Web page in an FAQ document. But one of those is at parents supporting a member will be able to have a maximum of 40 hours a week in support for that member

00:15:00

Leah Gibbs: between the two parents and it also could potentially be combined based on the assessed services of attendant care or habilitation hourly.

Leah Gibbs: At this point in time, I wanted to give you just a brief update because we're moving along in our, in our goal, of our initiative of creating and rolling out positive behavior support training to direct care professionals, that support our members as well as to the families who are the caregivers for our members who might display challenging behavior. Our group is continuing to plug along. We've done outreach nationally to identify existing curriculum. That are being used to train families, as well as direct care workers on positive behavior support. We've identified a work group who's going to be tasked with creating our tool of how we're going to evaluate those curriculum. That we've received and make a recommendation through our executive leadership as to which we believe is best. We're also doing a survey out to our qualified vendor network to see if they have resources.

Leah Gibbs: Is for curriculum and to our University for Excellence on people with developmental disabilities. The youth heads for what they have available and then through the National Association of State, Directors and Developmental Disabilities NASDDDs I had a recent conversation with someone who's connecting me to a national network for positive behavior support training specific for families. So, I'm really excited about what seems to be out there and available to roll this out. Our goal will be to incentivize our qualified vendors for them, to use the curriculum and train their staff. We also will be doing train-the-trainer support...

Leah Gibbs: To our parent, Network who will be going out to offer that training throughout the state. For family caregivers, who are interested. We know that we need to get the training in English and in Spanish and that we are addressing that. We are also talking about, "How are we going to do ongoing support to people who complete the courses"? It's one of those things where you can start the philosophy and understand what's behind it. But then when you start trying to follow, there are questions that come up. So we want to have a way to have drop-in sessions so that people can reach that around and ask questions and continue to learn and grow as we roll that out. And our ultimate goal is that we will be able to through data collection, demonstrate how successful this program will be and it'll be part of how we do business moving forward. So, those are the goals and it's moving in the right direction. We also have high kin go ahead.

Kin Counts: Hey Leah. Nice to see you again. Yes, my question is the trainers that's gonna train the vendors. Do you know if are they qualified? So to speak? Are they trained personnel?

Leah Gibbs: Well, that's why we're talking about doing, what would I call the train-the-trainers, Wherever we get that curriculum, make sure that they provide the training to the people who will be training others, so that they've got it. And there are a lot of trainers throughout the state who already have a foundation in



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positive behavior support, but definitely, it's important to me that we don't just say, here's a curriculum, follow it because it needs to be meaningful, right? So that is part of our plan. Thanks for asking.

Kin Counts: Thank you.

Leah Gibbs: The other thing that I just thought to keep you up to speed is I want to give you a brief update about the impact of COVID-19. The numbers are as of this week. As a matter of fact and since we've been tracking the number of DDD members who have had a positive diagnosis, we have had 8,341 members as of the first of February. We are supporting 49,657 people statewide who are eligible for DDD. It grows month over month. And so, we're almost at 50,000 members, Um, and unfortunately, we have had 107 members pass away that had a positive diagnosis at the time of their death.

Leah Gibbs: I'm not going to say Covid was the cause of death. I'm going to say they had a positive diagnosis at the time of their death. And we are going to continue to track that data through the end of the public health emergency.

Leah Gibbs: But those numbers are to me, pretty fascinating. I mean, it's a lot of people. However, as a state, the percentage of our population, who've had the negative outcomes and passed away are much much lower than other states. And we truly believe that because of the partnership with the vendor community and our families. And all of the things we tried to do, we were able to help minimize some of that risk. Of course, that doesn't bring back the others who did pass away, but we learned a lot and we will continue to. Those are pretty much my updates, unless anyone has any questions I can help with tonight.

00:20:00

Sarah McGovern: I wanted to ask you mentioned with the, with the positive behavioral training, you said that you were going to try and do some tracking. Okay, and what?

Leah Gibbs: Absolutely Sarah. Yeah, let me share some of the ideas. We don't have it finalized by any means yet, but some of the ideas are that we want to see if there's a decrease in the number of crisis calls that are made. If we can see a decrease in the number of physical interventions that occur because of escalated behavior. We want to talk about things like the number of out of home placement requests for children. Things that really impact the quality of life of folks. And then the other component of it is we want to be able to get the feedback from the people who are taking the classes.

Leah Gibbs: Where were you prior to the classes in your feeling about feeling comfortable and confident? Where are you post the classes and do follow-up surveys with folks because how those direct care workers feel and what they think it's in their tool belt to help support people is so important and we think that's going to be really important to measure as well. Um but we are going to be creating a work group specific for identifying, what will be those data elements that we will use to be able to report back to our executive leadership as decisions are made moving forward. Does that help a little bit about the topics that you had in mind when you ask the question?

Sarah McGovern: No, I was just curious, you know, I'm glad to see that there's going to be some tracking and data, you know, working towards certain goals and looking for certain outcomes. So that was, you



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know, again, obviously when we look at incident reports all the time, you know, wondering if those incident reports might go down just a little bit as a result.

Leah Gibbs: We are. I am so optimistic. I am so optimistic that as we roll this out, it should have such a positive impact today. We were even talking about checking in with our members. And what did you think about how you were treated by your caregiver before? And after and not just has a caregiver feel but what's that positive impact on the life of our member? So we're still toying with all of that right now but we know it's going to be really important. You had your hand up first.

Leah Gibbs: Kin Go ahead.

Kin Counts: Yes, Leah. Thank you, Yes. I think this. I strongly believe that this is a great program, I think so, it's awesome. And I think, and it's so essential for all providers caregivers, and I wonder if we should make it mandatory just Article 9,

Leah Gibbs: I want to thank you for asking the question and I want to tell you that we have a kind of a philosophy behind it. When I mandate it, it's gonna have a different embrace on what I'm going to benefit from it. Then if I incentivize it and doing the incentive means paying extra money to the provider network, to provide the training, let them see the benefit so that it becomes something that we could, potentially look at mandating but not write out the gate. Does that make sense to you?

Kin Counts: Yes, I think. Yeah, that makes sense. But how about family members?

Leah Gibbs: Well, I certainly can't mandate families, but I can absolutely help those families that get that positive outcome, share their stories with their permission. So others can go "Gee, That helped them, maybe it can help me." Yeah, yeah,...

Kin Counts: Yeah, that makes sense. Okay.

Leah Gibbs: thank you so much. For asking Teresa, please go ahead.

Teresa Brooks: So let's just say, for instance, we get an incident report that is a therapist that didn't handle a behavior or didn't have a situation and it resulted in a behavior. Hence, my son.

Teresa Brooks: Can we make that part of the follow-up? Like when they do something that goes against policy, they have to be retrained for Article 9, right? Can we...

Teresa Brooks: then say Well then this therapist or just Provider needs to go through that training if they haven't already or redo.

Leah Gibbs: I am happy to take that back to the committee. I have two answers for you personally, wants to go absolutely other piece of me says, again, If you force someone you may not get the outcome you want because they may not get the benefit from the training that I'm hoping they'll see the positive and that they'll want to say g as a therapist I'm struggling with this. Maybe I could learn more and get those ideas into my tool belt, but I will absolutely take it back to the committee, okay? Thank you for bringing.



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Teresa Brooks: Thank you.

Leah Gibbs: and Rebekah, you hand your hand up and then down, do you have

Rebekah Gigliotti: Yeah, I click the hand button and then it's like, it's up and now it's going down and I'm like, Okay, cool technology. No, I'm so, I come from this as a family member. I'm 28, my brother's 26. He has autism. Not on DDD yet. We're waiting for the financial eligibility, but I would be very interested in taking the training as a family member.

Leah Gibbs: That's exciting to hear you say, and I am thrilled to pieces and even as an IOC member, it would be something that we would certainly not say "Gee, you can't take it because you're not DDD long-term care", we're not going to do that. I think that if people want to learn that information, we'll find a way to make that available because it's so important. And I appreciate that. I personally am also a family member and over 25 years ago, we were having pretty horrible times with my son, and I was able to connect to positive behavior support and I'm not going to say it was a light switch because that wouldn't be true, but I can say it absolutely made such a long-term positive. Outcome for his life and for my family. So thank you. Yes. Yes, Kin.

Kin Counts: I'm sorry the question just popping in so yes. So after let's say they're trained so is that there could be a yearly review you know like after every three years, I think they would have a certain certificate or things like that that they review every three years because, you know, people initially respond but later.

Leah Gibbs: I know people.

Leah Gibbs: Right, you know and that's why I talked about having like a weekly.

Leah Gibbs: Check-in session kind of thing. And there may be staff that need to do it two or three times before they really can understand and embrace and, and I feel like those are things that we will address in within the committee about how we're gonna roll it out, how we're gonna incentivize it and how we're going to support it on going because it's just, I know it won't do what we needed to do. If we just train it and say "Look how good we are we trained everybody" We've got to provide ongoing support and I see you know as well as I know the turnover and direct care workers in people's lives. And so it needs to be available. Ongoing not just "Gee and July of 2024 we did this right". So that's what we're looking toward.

Kin Counts: Very good. Thank you Leah

Leah Gibbs: So Sarah as usual, I talk too much, but thank you for the opportunity.

Sarah McGovern: No, no not at all. That was a tremendous update. So thank you.

Leah Gibbs: You're welcome.



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Sarah McGovern: I'm a big fan. I teach positive parenting. So I'm a Big fan of this myself, anyway. Okay, so Jeffrey.

Jeffrey Yamamoto: Sarah. Berenice came on during that session,...

Sarah McGovern: Pardon me. Yes.

Jeffrey Yamamoto: So yeah. Berenice, can you introduce yourself? And then if you had any updates for the members,

Sarah McGovern: Yes.

Jeffrey Yamamoto: Berenice. So are you still there?

Jeffrey Yamamoto: She might have stepped away, just for a minute.

Jeffrey Yamamoto: All right, we'll come back around.

Sarah McGovern: We could go to an ADOA update if you want and then go back to Berenice.

Jeffrey Yamamoto: Go ahead and call for that.

ADOA Updates

Sarah McGovern: Okay. So ADOA updates. Is that you Larry?

Lawrence Allen: That's me. Leah, you're a tough act to follow. Just so, you know. Here, I have no updates. And any questions for the group that I could answer?

Lawrence Allen: No.

Sarah McGovern: I don't have any, okay. All right. Well, thank you, Larry. And Jeffrey. Should we go to health plan updates or try back with Berenice again?

Continue... with DDD Staff Updates

00:30:00

Berenice Curro Sanchez: I'm sorry I'm here, I apologize. Hi, good afternoon. um,

Jeffrey Yamamoto: So we're, I don't know if you heard, but if you can introduce yourself and then give any updates, please.

Berenice Curro Sanchez: Thank you. My name is Berenice and I am District East PRC chair and we don't have that many updates. The only thing is that we're still kind of on hold waiting to see if we have any



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other person that would like to volunteer from IOC. We have some plans for Tuesdays that we could possibly need another IOC member to support us on that. But that's it.

Jeffrey Yamamoto: If you could put your information in the chat, And then,...

Jeffrey Yamamoto: If there's any of the other members that want to get in contact with you concerning PRC, they can do that.

Sarah McGovern: And I have a question, Berenice. So, on Tuesdays, do you have a specific time that you are looking at for reviewing PRC?

Berenice Curro Sanchez: So as everybody knows, right now we're trying to catch up District East. So we have Patricia Sandino, she is the District Central's chair. And she has been supporting us with some plans this couple weeks. We have to cancel because we had a couple of things that came up. So we didn't have any meetings, but starting March, we're gonna be doing Tuesdays and Thursdays at the same hours that we always had from 8:45 to noon. And then I think we have mentioned this before. We love when IOC persons start with us. I mean, Susan did a great job for a couple of years. Kin is doing an excellent job right now. Thank you, Kin. By the way, Kudos, you're doing an excellent job. We really love what you participate with us because we can actually

Berenice Curro Sanchez: Hear them asking questions and it's really good that we have people involved. However, we understand that the hours are a little tricky for everybody. One of the things I'm trying to see is once we catch up with everything, I mean, I think PRC District East probably had a year worth of understaffing. So once we catch up, I'd like to do one day during the week in the afternoon, because I also know that there's a couple of guardians that they cannot participate during the meetings. But they would like to do so. And I mean, it's not fair to ask them to stop working or doing what they need to do. So I will be very happy to support the IOC and parents with that. With that said right now, we're kind of short. So the hours are still the same from 8:45 to Noon.

Sarah McGovern: Okay, great. Thank you. I may send an email out to everybody just to see if there's somebody on our committee that is not in the meeting tonight who might be able or have interest so we'll send something out to everybody.

Berenice Curro Sanchez: Thank you and the plans are still being uploaded to the same folder. So it will just be a matter of them reading them. And then submit their disposition. And if they have any questions I will just Get back to everybody. Okay, well,...

Sarah McGovern: Okay.

Berenice Curro Sanchez: thank you so much. I really appreciate it. Had to run to the restrooms.

Sarah McGovern: Well, thank you, Bernice.

Berenice Curro Sanchez: I apologize. Thank you.



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Sarah McGovern: All right, so I believe that would be moving on to health plan liaison updates. Correct, Jeffrey.

Jeffrey Yamamoto: Joan just raised her hand.

Sarah McGovern: Okay. Joan. Did you have a question?

Joan McQuade: Yes, I just wanted to touch base with Berenice if folks wanted to review the behavior treatment plans and do the dispositions etc. Would they be able to do that outside of those meeting times? So that if they had time in the evening, would they be able to do that? To help you guys out?

Berenice Curro Sanchez: Yeah.

Joan McQuade: And not necessarily attend the meetings just as another option. I just wanted to check

Berenice Curro Sanchez: Yeah, absolutely historically, I think before 2020, which is when Susan Kingsbury started helping us, that's how they were done. We will submit all the redacted plans to Jeffrey, and then Jeffrey will give them out to the volunteers and then we would just get any dispositions that had any comments. If they found any violations, so,

Joan McQuade: Right? And that was when we were still doing in part, they were still doing in person meetings back then too, right?

Berenice Curro Sanchez: Correct. Yes. And when Covid started we decided to just go ahead. And I mean the thing is we had Susan so she always participated like every single meeting for PRC. She did a lot for our district right now, I think we could go to work as we used to before, which is just handing out the plans for Tuesday or plans that are not being reviewed. And then I'm not sure who would be doing this but you can give access to that folder to the volunteers that we have for IOC, and then they can email me their disposition. And that way, we're keeping track of every single plan if it's been reviewed or not by, and IOC member. And then we all start keeping track. If there was a violation found or not in following with that too, so,

00:35:00

Berenice Curro Sanchez: In that case, if there were any violations found, we can follow up directly and communicate directly with the person who is doing the disposition.

Berenice Curro Sanchez: Does that answer the question?

Joan McQuade: Oh, absolutely, and that's great. I just know how much time our volunteers are putting in with the IOC. And a lot of them are working. It would be, you know, it might be an option for them to be able to just go in and look at them when time permits and do it that way rather than trying to commit to a morning meeting. Thank you for that info Bernice.

Berenice Curro Sanchez: No, thank you. Thanks Joan. I appreciate your help. Thank you so much.



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Jeffrey Yamamoto: And as clarification Berenice. That would be uploading it into your PRC drive and then the committee members would be able to access it from there.

Berenice Curro Sanchez: So I believe it's in a couple of years. Now we well, actually I created the file but then I believe State Ops went ahead and transferred the file to the State and there is a folder that is shared with IOC members. Correct? And we have there, I think, 2020, 21 and 22. So I'm not sure. I think during the last meeting, we mentioned that those folders were not being updated. I've been trying to catch up with that and I did upload as many as I could. Right now, the way that I have been communicating with kin is I just sent her either the the plans where we add her to the calendar, because she's participating in person now

Berenice Curro Sanchez: We are going to go ahead and we just had a new assistant and we are working on training, but I think within the next couple of weeks, we should be able to catch up with that and just have all the plans in that folder. I can send you the link as well. That way, we can make sure that we're all working under the same. Folder.

Sarah McGovern: Kin you had a question?

Kin Counts: yes, I do Berenice, if we could have everyone, looking at the same thing and reviewing the same thing, then it's going to be a waste of time. We have four plans As, you know, six of us, reviewing Like the one plan is that going to work, or should we put it in as a category like Sarah does, as one of the category because then we have like six people or whoever in the members because then at the same time, you see...

Kin Counts: what I mean?

Berenice Curro Sanchez: I understand so no, the idea is that like you're committing to Thursdays so you're sending me all your dispositions. And then as soon as you send me to this plan, they're gonna be in the folder again right now. We're a little bit behind because, believe me, we have, I've been working like, almost, you know, 12 hour days and and we still haven't been able to catch up but the idea is that as soon as you send that disposition it's uploaded and that way if there's anybody else that like would like to take of you at it or anything, they're gonna see. Okay this has already been done so there's no, you know, point of having somebody else review it again. Now the ones that I'm concerned about right now are the ones that have been done by Patricia that are the District Central. I'm unsure if I need to double check with her. I believe there is somebody really in those plans. Now, I don't know if it's

Berenice Curro Sanchez: Okay, because she's the District Central and there is this District Central IOC. So I need to double check on that. So the Tuesday plans are the ones that I'm hoping that we can have somebody reading those.

Kin Counts: Right. But my thing is that, I mean we won't know who is reviewing at the same time, for example, Teresa and myself. We may be looking at it at the same time and then, you know, spending our time, reviewing it and then. Okay. So let's see Teresa finish first and send the disposition for example, or



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whatever. Then, you know, wasting somebody else's time with who has done the same plan. You see what?

00:40:00

Berenice Curro Sanchez: Correct me if I'm wrong, but you, well, you committed to do Thursdays, correct. So I'm looking for somebody for Tuesdays.

Kin Counts: Oh yeah, I'm talking about Tuesdays. When we upload all the plans on Tuesdays you know, whatever there's plans up there. So everybody is usually open to everyone, every committee member. So all of us would be, you know whoever has the time we're gonna look at it and review it and then send a disposition to you on notes like what we do on Thursdays. So my question is, if that's all there is, let's say we are open to everyone of us so we won't know. Who is doing what? like for somebody, you know, you and I all whoever, you know, somebody's reviewing the same time Then if so it's already done and it is close but then the other person also reviewed at the same time maybe a step behind and then and then after all that, you know, where he said the disposition is already done.

Kin Counts: so it's become a wasting of the person's time you I don't need to get,...

Berenice Curro Sanchez: All right.

Kin Counts: I'm trying to say like when you have everyone doing all at the same time. because,

Berenice Curro Sanchez: No, I understand 100%. So my idea or like the understanding that I have is that the IOC chair is going to assign somebody. So, it's not gonna be several people. Is that correct? Because I think if I'm not mistaken, that's how it's been done in other districts. Correct.

Kin Counts: Right. That's like the category like Sarah is doing the category like, Who does what? So at least the person who's doing it knows that is a category and it's only four plans for example and if they don't have to meet you know I mean they somebody can do it so it's not like everybody doing all at the same time and then it's like, it will be wasting somebody else time if some already done

Berenice Curro Sanchez: Yeah. So I think that will be the District East IOC chair's decision. If she wants to allocate one person or two for Tuesdays and then I'm not sure how she's coordinated or like how the districts are coordinating it. But to my understanding right now, you will be doing Thursdays. We need somebody to be doing Tuesdays. Once we get that person, we just have to share the folder with that person or make sure that that person has access to them and that person, I mean, right now we're doing four to five plans per session. So it's not like, I mean it is a lot because they're every plant is like anywhere 50 to 100 pages. So if there is only one person that is allocated, we'll just, you know, know that that's the person that should be given to this disposition and nobody else has to double the efforts.

Sarah McGovern: Teresa, you had a question?

Teresa Brooks: Yes, can you tell me about how much time that would be for one person to do that? How much time is needed to be dedicated towards that?



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Berenice Curro Sanchez: So we usually get plans that are a minimum of like 40 to 50 pages. And unfortunately, I mean, if the plan is a good plan is going to take you out, I don't know maybe what half an hour to 45 minutes to read it. But there are some plans that are very challenging, so providers are submitting up to 100 pages. So those ones like we just had, right Kin? I think it was last week, a member that I myself did three hours and then Kin and I did another two hours. So it was like five hours just to review that one plan and...

Berenice Curro Sanchez: It was really challenging. So,

Kin Counts: And it's not finished too. Remember Berenice, it was not done. We have to stop.

Berenice Curro Sanchez: Yes. Yes. Yes.

Kin Counts: You have a meeting at the next slot.

Berenice Curro Sanchez: It is. So again, it depends right now, that's the reason why we're just doing four in a day. Because again, we're trying to catch up. There's other items that I would like to work on before we start doing the average five per day and two sessions per week, but I don't know, I would say maybe anywhere. I am estimating about 10 hours per session. So if you're doing, you know, one session a week, you would do the 8:45 to like noon of the pre-meeting and then we sit like in person if you're doing that, that's you know, cover three, three and a half hours four hours. And then it takes maybe estimating like anywhere from 45 minutes to an hour and a half per plan.

00:45:00

Berenice Curro Sanchez: So you have four or five plans. It's about five ish hours.

Kin Counts: This, I would say average. At least an hour for one plan. That is good. It's not you.

Berenice Curro Sanchez: Correct.

Kin Counts: Yeah. Right, Berenice. It's okay by an hour for every

Berenice Curro Sanchez: Yes.

Sarah McGovern: Does anybody else have any other questions for Berenice?

Sarah McGovern: Okay. Thank you Berenice. We really appreciate it. I'll send something out to everybody in the IOC about reviewing plans. So Jeffrey, are we done with the DDD staff updates?

Sarah McGovern: I think Berenice was the last one.

Joan McQuade: Jeffrey, you're on mute

Jeffrey Yamamoto: Sorry about that. That's it, DDD is done and ADOA is done.



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Sarah McGovern: Okay.

Jeffrey Yamamoto: We just need to go to the health plans.

Health Plans Updates

Sarah McGovern: Then lets move to the health plan updates and I'm not sure who would be going first on that one Jeffrey.

Jeffrey Yamamoto: Why don't we just call on Dawn if she has anything for the committee?

Dawn McReynolds UHC OIFA: Hi Jeffrey. No. We do not have any new updates for this IOC. Thank you.

Jeffrey Yamamoto: Okay, thank you, Dawn.

Sarah McGovern: Okay. And Frederica.

Jeffrey Yamamoto: Frederica is actually not with the health plans.

Sarah McGovern: Okay, I'm sorry.

Fredreaka Graham: There are no updates for me though.

Sarah McGovern: Okay. Okay.

Jeffrey Yamamoto: And then Vera.

+1 480-***-**17: There are no updates from Mercy Care.

Jeffrey Yamamoto: Thank you, Vera.

Sarah McGovern: Thank you with the phone calls and stuff. It's a little hard for me to see them, Jeffrey. So thank you for your help. Okay. And then Frederica went. So we would move to discussion review and any committee memberships. Jeffrey. Did we have any new applications?

Discussion review and any committee memberships

Jeffrey Yamamoto: This committee has not. As Teresa had mentioned that Liz's working on trying to secure some more for the entire state.

Jeffrey Yamamoto: There is that volunteer fair that is coming up at the Ability 360 building. So I think we already sent it (flier) out to everybody. Did anyone that may not have received it? It would be Rebekah who would not receive it, Rebekah, did you receive an email concerning volunteering and the Ability 360 event.

Rebekah Gigliotti: I got some information about volunteering and I got a list of different events, not specifically the 360...



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Jeffrey Yamamoto: Okay.

Rebekah Gigliotti: but different types of events.

Jeffrey Yamamoto: Okay. So, I do believe everybody did receive them then.

Sarah McGovern: I got it as well.

Rebekah Gigliotti: The only technical difficulty I have is that the shared drive you guys tried to share with me did not come over into my shared drive and I'm currently trying to work with it to get that resolved. So I had that's why I haven't been able to look at any reports. Just yet.

Jeffrey Yamamoto: Yeah, and I'm trying to work with my IT person. At DTS right now, and he has not responded back in a timely manner, but DTS has been behind. Lately.

Rebekah Gigliotti: Yeah.

Discussion and review of incident reports and behavior plans

Sarah McGovern: Okay. Then we can move on to discussion and review of incident reports and behavior plans. Did anybody have anything they wanted to talk about with reviewing incident reports? Any concerns, questions?

Sarah McGovern: And everybody's aware of which sections they're handling, which categories?

Sarah McGovern: Okay. Okay, if you have any questions, please send me an email and I'm happy to answer any questions about that.

00:50:00

Sarah McGovern: Okay. Well, Jeffrey's or anything else that I should be adding on here with this meeting.

Jeffrey Yamamoto: No.

Adjournment

Sarah McGovern: Okay. Let me go ahead then I guess that I can go ahead and adjourn the meeting. Thank you for your patience, everybody. I don't do this very often.

Jeffrey Yamamoto: I am going to go ahead and I'll double check on Robert's rule of order. Versus open meeting law. But if we can go ahead and have somebody motion to adjourn the meeting, and then a second,

Sarah McGovern: Okay, so would anybody like to motion to adjourn the meeting?

Kin Counts: Jeffrey. Sarah. Do we need to approve the last meeting minutes?



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Jeffrey Yamamoto: According to open meeting law, that is no longer needed.

Kin Counts: Oh, Okay, thank you.

Sarah McGovern: All right. Well, can I move to motion to adjourn it?

Jeffrey Yamamoto: No.

Sarah McGovern: Okay, somebody we need to volunteer

Teresa Brooks: I don't even know what I'm supposed to say. Help me out here. I'll try. I'd like to motion that we close this meeting. That's proper.

Sarah McGovern: Okay. Would anyone like to second that?

Kin Counts: I can second, I don't know what to say either.

Sarah McGovern: Thank you, Kin. all right, so with that, our meeting has come to

Jeffrey Yamamoto: We need to just do a quick vote.

Sarah McGovern: Okay.

Jeffrey Yamamoto: All those. and please identify yourself as you say,

Sarah McGovern: In favor.

Sarah McGovern: This is all.

Sarah McGovern: Okay.

Kin Counts: Right I.

Sarah McGovern: Hi, Sarah McGovern in favor.

+1 480-***-**56: I,

Rebekah Gigliotti: I,

Jeffrey Yamamoto: All right.

Jeffrey Yamamoto: For now. Go ahead, Sarah.

Sarah McGovern: Okay. With that, with our vote, we are going to go ahead and adjourn. This meeting of IOC East on February, 8th 2023.

Jeffrey Yamamoto: Next meeting will be March 8th. Same time.



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Sarah McGovern: From 5:00 PM and I'm assuming that will be virtual as well. Okay.

Jeffrey Yamamoto: Yes.

Trudy O'connor: Thanks everyone. It was good to see you.

Kin Counts: Good night,...

Lawrence Allen: Night everybody.

Kin Counts: everybody. Night.

Fredreaka Graham: Good night.

Joan McQuade: Good night, everyone.

Dawn McReynolds UHC OIFA: Night everybody. Thank you.

Meeting ended after 00:53:20 🙌

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Yolanda

Anything else not assigned- Kin

Neglect - Sarah

DA/All IRs - Beth

PRC – Kin and ?

None currently- Tonia

For **Jan IRs**, the Committee members have been loaded in the shared drive **466** incident reports. This included **60** open and **406** closed reports. ATPC had **46** totals with **1** open and **45** closed.

Type	Open	Closed
Accidental Injury	4	84
Consumer Missing	3	2
Deaths	2	3
Emergency Measures	0	8



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Human Rights	4	3
Legal	5	0
Medication Errors	7	25
Neglect	18	13
Other Abuse	0	5
Other Behavior	6	159
Other Hospitalization, Unknown injury	8	101
Physical Abuse	3	1
Property Damage	0	0
Suicide	0	2
TOTALS	60	

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send them to QIM.

The Program Review Committee (PRC) is being attended to by **Kin Counts**.

Adjournment

Sarah McGovern adjourned the meeting at 5:56 pm. The next District East IOC meeting will be held on Wednesday March 8, 2022, at 5:00 pm. The meeting will be a virtual meeting due to the Public Health Emergency still being in effect.