



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, February 13, 2023 – 1:00 PM to 3:00 PM**

Call to Order

Meeting called to order by Committee Chair, **Keith Jansen**. The date is February 13, 2023, at 1:10 pm. **The meeting took place Virtually due to COVID-19.** Physical location when meetings resume in person will be at 400 W. Congress Street Ste. 500, Tucson, AZ 85701.

Meeting was held virtually via Google Meets

IOC Members:

- **Keith Jansen**
- **Octavia Lamb**
- **Mario Gutierrez**

Absent Members:

- **Sharon Moyer**
- **Genevieve Valenzuela**

Public in Attendance: **None**

Health Plan Liaisons:

- **Dawn McReynolds** (UnitedHealthcare)
- **Vera Kramarchuk** (Mercy Care) (480-***-***17)

ADOA: **Larry Allen**

AHCCCS: **Fredreaka Graham**

DDD:

- **Joan McQuade** (Office of Individual and Family Affairs Project Manager)
- **Joseph Tracewell- Joe** (District South Quality Improvement Manager)
- **Joseph Jensen III - JJ** (District South Quality Improvement Supervisor)
- **Andrew Miller** (District South Quality Improvement Supervisor)
- **Jeffrey Yamamoto** (DDD IOC Liaison)



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DDD District South IOC-Conference Call (2023-02-13 13:09 GMT-7) - Transcript

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.

Attendees

+1 480-***-**17, Andrew Miller, Dawn McReynolds UHC OIFA, Fredreka Graham, Gutierrez, Jeffrey Yamamoto, Joan McQuade, Joseph Jensen III, Joseph Tracewell, Keith Jansen, Lawrence Allen, Octavia Lamb

Transcript

Call to Order

Keith Jansen: At 1:10 pm. Sorry, for starting a little late. It is the IOC District South meeting. And I'm calling it to order.

Welcome and Introductions

Keith Jansen: Okay, my name is Keith Jansen. I'm the district chair for IOC's. South Octavia.

Keith Jansen: Mario.

Gutierrez: I'm Mario Gutierrez. Um, IOC, Vice Chair district.

Keith Jansen: Okay, Andrew.

Andrew Miller: and Andrew Miller, I'm an incident management specialist here in District South

Keith Jansen: Dawn.

Dawn McReynolds UHC OIFA: Good afternoon, everybody. This is Dawn McReynolds with United Healthcare OIFA (Office of Individual and Family Affair).

Keith Jansen: Fredreka.



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

Keith Jansen: Okay, Jeffrey.

Jeffrey Yamamoto: Jeffrey Yamamoto, I'm the IOC liaison for Districts East and Central, and I am working for my co-worker Michelle Rademacher, who is unable to make this meeting.

Keith Jansen: Okay, Joan.

Joan McQuade: I'm Joan McQuade and I am a manager with OIFA.

Keith Jansen: okay, JJ

Joseph Jensen III: JJ Jansen of QA Manager District South

Keith Jansen: Okay, Joseph.

Joseph Tracewell: I Joe Tracewell QA District South Manager

Joseph Jensen III: I'm sorry, I didn't mean to say, I was manager. Joe, I'm a supervisor.

Joseph Tracewell: Right on most days you get it, you're welcome to it.

Keith Jansen: Okay. and,

Keith Jansen: You know who's ever on line, 17.

+1 480-*-**17:** This is Vera Kramarchuk. Mercy Care Ombudsman.

Keith Jansen: I believe. That's everybody has been introduced, correct?

Jeffrey Yamamoto: You miss Larry.

Keith Jansen: I'm sorry

Lawrence Allen: Yep. Larry Allen, Larry Allen with ADOA.

Keith Jansen: I apologize Larry.

Keith Jansen: Okay, has everybody been introduced?

Jeffrey Yamamoto: Everybody that is currently on this call.

Keith Jansen: Okay, I just wanted to make sure, I messed up once already. Okay. Is there anybody from the public other than those that are here. I didn't see anybody. Uh, DDD updates.



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DDD Staff updates

Joseph Tracewell: Nothing for District, South QI, QA and well actually I should say we have been rebranded quality assurance or we've returned to being quality assurance for the past few years we've been referred to as quality improvement.

Keith Jansen: Thank you.

Keith Jansen: Anybody else? Yeah.

Joan McQuade: Hi, this is, this is Joan. And we are fully staffed. In our Department now and are pretty much up-to-date with all of our incident redacting. So you should also be very current with what you're receiving.

Keith Jansen: Thank you, ma'am. Anybody else?

Jeffrey Yamamoto: I don't believe there is anyone else.

Updates from Arizona Department of Administration

Keith Jansen: okay, then we'll go to updates from Arizona Department of Administration, Larry,

Lawrence Allen: Good afternoon, Keith. I do not have any updates for you at this time. Any questions that I can answer for you?

Keith Jansen: Thank you.

Lawrence Allen: Concerns questions?

Keith Jansen: Not at this. Time. I'm hoping for quality assurance and yourself can stick around for the Executive session. I have a couple of things I'd like to speak to you about.

00:05:00

Keith Jansen: If you guys have the time,

Joseph Tracewell: So Keith just,...

Keith Jansen: Joe?

Joseph Tracewell: we typically don't. QA wouldn't typically attend your executive session? Um, is that what you're requesting that we do?

Keith Jansen: Yes.



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Joseph Tracewell: Hmm. Okay.

Keith Jansen: I just have a suggestion that takes maybe five minutes. It's And it'd have to be something you should know about.

Joseph Tracewell: Okay, okay.

Keith Jansen: You know, any updates for the health plans.

Updates from Integrated Health Plans

Dawn McReynolds UHC OIFA: Hi Keith. This is Dawn McReynolds from OIFA. I have no updates. Does this IOC have any questions for United Healthcare OIFA?

Keith Jansen: I do not do any of the other IOC members. Have any questions for OIFA?

Keith Jansen: Okay. Yes, it answered that one.

Jeffrey Yamamoto: We have. Vera from Mercy Care.

+1 480-*-***17:** Okay, no updates. From Mercy Care.

Keith Jansen: Okay. Thank you. What about from Jeffrey?

Updates from DDD IOC Liaison

Jeffrey Yamamoto: So I just had one or two things. I didn't know if Leah was gonna make it to this meeting or not. Apparently she is not making this meeting. So, She did ask, if anybody wanted to help volunteer. For. The.

Jeffrey Yamamoto: Positive behavioral support program that she's going to be spearheading with some of the ARPA money that has been given to DDD for different projects. One of the projects is the positive behavioral supports being brought Full circle to both families and providers. And they're looking to everything from the

Jeffrey Yamamoto: Conception to the agendas to the curricula, to the actual training of the positive support model of behavioral health. And she was looking for anybody who may want to volunteer for that project. I think she has most of it already filled, but I think she was still looking for anybody that would also be interested if any one of the three that are on here wanted to



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Jeffrey Yamamoto: Sign up and or be interested in that I can give you Leah's phone and or email address.

Octavia Lamb: I would like to be a part of that if you can send me Leah's email,

Jeffrey Yamamoto: Sure Octavia can do that for you.

Keith Jansen: Mario, what about you?

Gutierrez: No, I'm good. Thank you.

Keith Jansen: myself between the federal government and the state government, I'm rather booked

Jeffrey Yamamoto: All right.

Discussion and Review of Membership

Keith Jansen: Okay, we have one thing for the IOC members to discuss. We have a lady. She would like to be a member of the IOC for District South.

Keith Jansen: And we need to vote, and that's why we needed a quorum here today.

Keith Jansen: Jeffrey, do you have her name? I'm sorry. I don't have it available.

Jeffrey Yamamoto: If you are talking about the one that lives in Tucson, Arielle Voltaire.

Keith Jansen: Yes.

Jeffrey Yamamoto: Those are named.

Keith Jansen: Okay. Yep. Uh So we have Arielle Voltaire, she lives in Tucson, she would like to join District South IOC. Before that can happen. The IOC needs to take a vote. I'm looking for a motion that we either accept or deny.

Gutierrez: I Motion that we take a vote.

Gutierrez: Can I start voting? I vote.

Keith Jansen: Yeah.

Jeffrey Yamamoto: Okay. So in the voting measures Mario, you would just go ahead and nominate her through a motion. So, I would motion that we accept Arielle.

00:10:00



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Jeffrey Yamamoto: I forgot her name.

Jeffrey Yamamoto: Arielle Voltairei. As a member. Or the IOC. And then they would have to be followed by a second and then individually each. One of you would need to vote. Okay.

Gutierrez: okay, our motion that we accept Arielle Voltaire as a member for IOC,

Octavia Lamb: I second that motion.

Keith Jansen: Okay. We have a motion and a second. Octavia, how do you vote?

Keith Jansen: You please. Can you say yes or no? It needs to be clear.

Octavia Lamb: Yes, I will accept Ariel Walteri as a member of IOC.

Keith Jansen: Mario.

Gutierrez: Yes.

Keith Jansen: And I vote yes to accept.

Jeffrey Yamamoto: All right, so then with that measure, or that motion being passed, I will start working on some of the information.

Jeffrey Yamamoto:As for letter, Mr. Allen would you please continue on with your portion of

Jeffrey Yamamoto: The appointment letter.

Lawrence Allen: Yes, sir will do.

Jeffrey Yamamoto: All right.

Keith Jansen: So Larry just for future reference. That was done correctly. Correct.

Lawrence Allen: Correct.

Keith Jansen: just wanted to make sure, you know, "I's dotted T's crossed".

Octavia Lamb: You have a question and I don't know if Jeff, you can answer. But I know we've received an email about a volunteer event. Do we have Volunteers need to attend that event or are they going to be like a specific booth set up or like, is there some that we need to do to be an attendance to have to have more volunteers, be a part of this committee.

Jeffrey Yamamoto: So you would make an arrangement with Liz Perez. She has a table there. I'm not sure if it's a booth but there's a table that's going to be there for the volunteer event at the Ability 360 building and she's taking names and I think assigning specific time periods. for those people that can make it, um,



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obviously in conjunction with their own Schedule. So if you can only work, you know, up until noon then maybe she'll schedule you at the table for the first part of The morning. Does that help answer your question Octavia?

Jeffrey Yamamoto: All right.

Keith Jansen: Jeffrey just for specifics. So it's right in the transcripts. Please describe. The location you were talking about.

Jeffrey Yamamoto: So in,...

Keith Jansen: City, you know?

Jeffrey Yamamoto: In the Greater Phoenix area, there is a There's a building that is being used.

Joan McQuade raised her hand

Keith Jansen: Okay.

Jeffrey Yamamoto: I'll let Joan go ahead because she may know more specifics on this.

Keith Jansen: Okay.

Joan McQuade: Well what I was going to share is that Michelle Rademacher is going to be attending that event for the full day. so that she can help to solicit members for both Districts South and District North, which are both of her districts as well as to assist Liz. But there's going to be multiple organizations there that are all looking for volunteers. And for DDD, it would be volunteers for the IOC and for PRC, I'm not sure if Liz would be doing anything with DDAC. But it would be Michelle who wants to be there to represent the IOCs and hopefully,

Joan McQuade: Find some more folks that want to volunteer. Because it's considering that the meetings that you guys have are virtual. We can have people that might live in Maricopa County, That are open to. Volunteering for District North or District South and it would help to kind of broaden that base a little bit.

00:15:00

Keith Jansen: Yeah, but the reason I had Jeffrey do that was, you know, To 360 building what city. You know, stuff like that. So that's why I wanted to make sure it was in the records.

Joan McQuade: Right, I just wanted to let you guys know that Michelle was going to be there, basically. That was it...

Keith Jansen: I'm sure she'd be willing to get any IOC members there to share...

Keith Jansen: You know, their point of view, if anybody has any. Unfortunately, I won't be there.



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Jeffrey Yamamoto: So let me go ahead and continue. Thank you, Joan. The date is on Saturday, February 25th, the time is 11 am to 2 pm. The location of the event is going to be at the Ability 360 Conference Center Building, which is located at 5025 East Washington Street in Phoenix. Arizona, 85034 contact Liz Perez for further information. Her phone number is 602-859-8262 or at her email address is elizabethperez@azdes.gov. Elizabeth Perez is all one word Perez with an ending letter Z.

Jeffrey Yamamoto: Did you want anything else from the community fair on volunteering?

Keith Jansen: That would be Octavia because she has shown an interest in going, Octavia. Do you need any further information at this time?

Octavia Lamb: No, that was actually perfect. Thank you. I got everything I needed.

Keith Jansen: Just wanted to make sure if you want to go, yeah, we'd be happy to have you there, because a lot of people you hear from bureaucrats, one thing you hear from the person that's doing it. It's in the whole nother thing from someone else.

Discussion and Review of IRs and Behavior plans

Keith Jansen: Okay.

Keith Jansen: I'd like to move into the executive session.

Jeffrey Yamamoto: So you would still also need to have a motion to do that, sir.

Keith Jansen: Okay.

Keith Jansen: Can somebody motion that one of the IOCs?

Gutierrez: I'd like to make a motion to move into executive session.

Keith Jansen: Octavia.

Octavia Lamb: I second the motion.

Keith Jansen: Okay. everybody in favor, say Aye

Gutierrez: Aye,

Keith Jansen: Octavia.

Octavia Lamb replied "aye"

Keith Jansen: "Aye" so we're going to move into executive session.



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Keith Jansen: If QA and Larry could hang around. I would appreciate it. For the executive session.

Fredreaka Graham: Thanks everyone.

Dawn McReynolds UHC OIFA: Thank you, everyone. This is Dawn McReynolds. Bye-bye.

Joan McQuade: Thank you.

Keith Jansen: Thank you all for attending.

Jeffrey Yamamoto: Before you start. Keith, I need to stop this recording and start a new one, all right?

Keith Jansen: Sir. Yes, sir.

Public Meeting ended after 00:19:10 🙌

Adjournment of both Executive Session and Public Meeting

From Executive Session:

Keith Jansen: To. Adjourn, the Executive Session and the meeting as a whole.

Octavia Lamb: I motion that we adjourn the Executive Session.

Keith Jansen: And what about the regular session?

Octavia Lamb: Oh, I don't know if we need to do it separately, but, um, but yes. I motion that we adjourn the Executive Session and the meeting of the whole

Keith Jansen: Mario.

Keith Jansen: you have to say your second, it

Gutierrez: I second it.

Keith Jansen: Okay, we have a motion in the second. All in favor, say "aye"

Keith Jansen: "aye", It is unanimous 1:58 pm. On the 13th of February, the meeting is adjourned. Thank you very much for all of you being here.

Keith Jansen: If you have any questions for me, Feel free. I'll have my phone with me.

Octavia Lamb: Thank you.

Joseph Tracewell: Thanks.



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Gutierrez: Thank you.

Lawrence Allen: Thank you.

Public Meeting and Executive Session ended after 00:29:39 🙌

The next regularly scheduled District South IOC meeting is on March 13, 2023 at 1pm.

For all of **January** 2022 IRs, the Committee members have been given **619** incident reports in the Shared Drive. This included **61** open and **558** for closed reports.

Type	Open	Closed
Accidental Injury	7	93
Consumer missing	0	8
Deaths	3	1
Emergency Measures	0	3
Human Rights	9	15
Legal	2	6
Medication Errors	8	71
Neglect	17	45
Other Abuse	4	9
Other-Behavior	5	169
Other -Injury unknown	3	128
Physical Abuse	2	10
Property Damage	1	0
Suicide	0	0
TOTALS	61	558

Number of Questions for Quality Improvement Manager - **12 total** : members of the committee will send the incident reports questions to the DDD Liaisons **Jeffrey Yamamoto and Michelle Rademacher**.