



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Call to Order

Meeting called to order by Don Harrington, on March 15, 2023, Time: 5:04 pm. The meeting took place by virtual conference. (These meeting will continue to be virtual during the Public Health Emergency)

Welcome and Introductions

Meeting was held virtually via Google Meets *Please Note: All attendance for this meeting was by electronic (video or phone) means only.*

IOC Members:

- **Don Harrington**
- **Christina Ostendorf**

Absent:

- **None**

Public in Attendance:

- **None**

DDD Staff:

- **Mary DeCarlo** (Licensed Behavior Analyst & Senior Program Development Manager)
- **Staci Rodarmel** (DDD DN Quality Improvement Manager)
- **Jennifer Myler** (DDD DN District Program Manager)
- **Joan McQuade** (DDD IOC Manager)
- **Michelle Rademacher** (DDD IOC Liaison)
- **Dean Thomas** (DDD DN Program Review Committee Chairperson)
- **Jeffrey Yamamoto** (DDD IOC Liaison)

Arizona Department of Administration (ADOA):

- **Larry Allen** (State Liaison)

AHCCCS IOC Liaison:

- **Fredreaka Graham**

Contracted Health Plans:

- **Adriana Molina** United HealthCare
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DDD District North IOC -Virtual Conference (2023-03-15 17:04 GMT-7) - Transcript

Attendees

+1 602-***-**39, Christina Ostendorf, Dean Thomas, Don Harrington, Fredreaka Graham, Jeffrey Yamamoto, Jennifer Myler, Joan McQuade, Lawrence Allen, Mary DeCarlo, Michelle Rademacher, Staci Rodarmel

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.

Michelle Rademacher: **This meeting will be recorded and google is making a transcription** of the meeting as well. Okay, Don, you're ready to go.

Call to Order

Don Harrington: Okay, so this session of the Independent Oversight committees now called the order.

Don Harrington: This is March 15, 2023 at 5:04. The first is disclosure of a conflict of interest. If anyone has a conflict of interest related to this committee, please speak up.

Call to Public

Don Harrington: Thousand one thousand, two thousand three. Okay, I yeah we can move on. So is anybody from the public present? Nobody from the public. Everybody is supposed to be here. Okay? Topics not posted for the agenda to discuss, is anybody have anything that is not slated to talk about tonight? Okay. So, let's just move on with the meeting.

Welcome and Introductions

Michelle Rademacher: Let's start with introductions. Does that sound good?

Don Harrington: Oh, that sounds like a great idea but you're the first on my screen.

Michelle Rademacher: Okay.

Don Harrington: If you'll go ahead and start it,

Michelle Rademacher: Okay, well, why don't we start with committee members?

Don Harrington: okay.



**Division of Developmental Disabilities (DDD)
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Michelle Rademacher: You want to introduce yourself, Christina?

Christina Ostendorf: Christina DDD IOC volunteer.

Michelle Rademacher: And Don.

Don Harrington: Don Harrington, IOC. Chair volunteered.

Michelle Rademacher: Thank you. And then DDD. About Jen, please.

Jennifer Myler: Hi everybody. Jen Myler District North program manager.

Michelle Rademacher: And Staci.

Staci Rodarmel: Staci Rodarmel District North Quality Assurance Manager.

Michelle Rademacher: And Mary.

Mary DeCarlo: hi, Good afternoon evening, Mary DeCarlo, licensed behavior, analyst and senior program development manager with DDD

Michelle Rademacher: Joan.

Joan McQuade: Good evening, everybody. My name is Joan McQuade and I am a manager with the DDD Office of Individual and Family Affairs.

Michelle Rademacher: Dean.

Dean Thomas: Dean Thomas. PRC chair District North.

Michelle Rademacher: Thank you. Jeffrey.

Jeffrey Yamamoto: Jeffrey Yamamoto. I'm the DDD IOC liaison for District Central, and District East.

Michelle Rademacher: Thank you. I've lost track of my list. Jennifer, did I already ask you?

Jennifer Myler: Yes.

Michelle Rademacher: Thank you. And my name is Michelle Rademacher. I'm DDD Independent Oversight Committee liaison for District, North District South and District West. It's been a long day today. My apologies.

Don Harrington: Yeah.

Michelle Rademacher: Did I miss any DDD staff?

Michelle Rademacher: Okay. Um, Larry, would you introduce yourself please?

Lawrence Allen: Absolutely good evening, Larry Allen with ADOA on the IOC state liaison.

Michelle Rademacher: Thank you and Fredreaka.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Fredreaka Graham: Hi everyone. This is Fredreaka Graham. The IOC manager with AHCCCS.

Michelle Rademacher: And Adriana.

+1 602-*-**39:** Hello everyone. My name is Adriana Molina and I'm with United Healthcare Community Plan.

Michelle Rademacher: Thank you all. Are there any invited guests that I've not called on?

Discussion and Update on the status of Article 9

Michelle Rademacher: Okay, so Don we are ready for the First Agenda item.

Don Harrington: Then. That specific agenda item.

Michelle Rademacher: On discussion and update on the status of Article 9.

Don Harrington: Oh yes, please. Um so I don't know Dean, can you talk about that or somebody else?

Mary DeCarlo: Yeah. So Yes.

Dean Thomas: I believe Mary was gonna talk about that.

Don Harrington: Okay. Mary

Mary DeCarlo: This is Mary DeCarlo in. Thanks so much for having me here, a couple of things I want to kind of just stress that DDD remains committed to revising Article 9 in accordance to the laws, practices and the needs of our members that we serve. As a result of some of the comments and questions that were raised during the Governor's Regulatory Review Council meeting the group meeting back in November at that time, the department did decide to terminate the revised rulemaking on December 5th. And so, DDD communications went out,

00:05:00

Mary DeCarlo: Kind of where we're at currently is that the rules unit is on a pause with sort of the change in state leadership in the current legislative session. And DDD will re-engage the requests to re-engage in the rulemaking process in the near future.

Mary DeCarlo: Due to some of the complexity and nuances of applicability, and really the need to modernize the language, to align with current best practice, revisions to Article 9 are still needed. And again, it remains our ultimate goal to produce rules and policies that will support the highest standards of service delivery to our members. We will continue to engage the stakeholder community as we pursue those policy changes and revisions to the rule that will help us achieve this goal. And we will also be touched in the near future to request participants to reinitiate the Behavior Support Manual work group.

Don Harrington: Oh, that's certainly good news.

Mary DeCarlo: Okay, yeah, so definitely stay tuned. We are putting together just in communications around the Behavior Support manual. If you guys remember, it went out for public comment last summer. We did receive some feedback and we were able to incorporate some of those changes but prior to going back out



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

to the formal public comment period. We wanted to do some informal review and kind of policy revision with the stakeholder community. So that's where we're at currently. And like I said we'll be reaching out this year in the near future.

Don Harrington: Thank you so much for that. I appreciate it. The next agenda item is.

Don Harrington: Michelle.

Update from DDD staff

Michelle Rademacher: Update from DD staff.

Don Harrington: Okay. A ball rolling there.

Jennifer Myler: Hi Don, it's Jen and all I'll get it started. I think that's normally my job here. So we are currently sitting at six support coordinator vacancies with at least two coming on in the next few weeks and we actually, after Monday, we're excited to have a new SC starting Cottonwood on Monday, and that will leave us with only one vacancy in our Cottonwood office. I believe our Mojave office has one vacancy, or one of the Mojave offices also has one vacancy. So we are, we're getting there. We're getting them. We're getting some SCs in and trained and we are also preparing for the return in person meeting for April 1st and working through any identified challenges that we may have with obtaining signatures. And as we all know up here in District North our Internet connections and our phones and our hotspots don't always work real well. So we're meeting to identify what our plan is going to be to obtain signatures and make sure that our members get the service that they need.

Don Harrington: Okay. Has anybody at your level, or above, addressed the turnover rate? I mean, what can we do to Not turn over so much? That kind of thing.

Jennifer Myler: Right, with our staff, actually, we look at it really closely at a statewide level. I know, down in Maricopa County, they've had several job fairs and when they do the job fairs, and they actually do it statewide, it's not limited, just Maricopa County. We've also put in place some different things just to try to help with retention because it's so important in that respect too.

Don Harrington: Right.

Jennifer Myler: So yes it is. It is actually a conversation that is being held weekly at the executive leadership level.

Don Harrington: Okay. Well, I mean that's good. I mean I just see it from the ground level as I do meetings and Maricopa County and It's just every week there seems to be a new support coordinator. Um, it's not as bad as it was last summer but you know still I mean continuity and consistency is the key in a lot of this stuff. So okay.

00:10:00

Jennifer Myler: Yes. Yeah, we definitely recognize that Don. And like I said, we're tracking it closely. And to be honest we have in the last year, working with our HR department, we have probably and I'm just giving a



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

guesstimate we've hired Probably 40% of the vacancies that we have let's just and, and educated guess. I don't have the specifics, but we've done some really good work with hiring. And we've done some really good work with retention, just to help support those new hires. One of the things that they actually put in place. For East and Central and West is we actually have onboarding units now. It is truly designed to help onboard Support Coordinators so they have the resources and knowledge they need and everybody gets trained the same. That's been working out really, really well. We currently have three of them. So that's another thing we've done. We are aware and we are working on it and the conversations are being held.

Don Harrington: Okay. Wonderful. That sounds like a great idea. Frederika, you want to go next?

Fredreaka Graham: No updates for me. Thank you.

Don Harrington: Joan, do you have anything?

Joan McQuade: Um, well right now we are fully staffed. We have no backlog for any of the districts. So you should be receiving redacted, incident reports, fairly timely

Don Harrington: Okay, I think in the North up here, we get them pretty quick. Um, Lawrence, how about you?

Lawrence Allen: I Don. Sorry, I'm not used to being called Lawrence but that's okay.

Don Harrington: oh, It's just that's what it says on the screen.

Lawrence Allen: And now you're right. It does it. Oh mine says you. So I don't know what.

Update from ADOA

Lawrence Allen: But yeah, quick update as you as you know, you read the Conflict of Interest statement started the meeting. So thank you for doing that. I'm looking for a consistency across the board with all the iocs, some of them were doing it. Some of them aren't doing it. So in the course of an internal audit that was done, it was discovered that we weren't not doing the the form itself. We were asking the questions but not doing the form. So What I'm going to be doing tomorrow. Don I'm gonna be sending out an email with It's a disclosure statement. Okay. So it's it. I'm going to need you to fill it out if you have a conflict and to take that on the form, if you don't, then sign it, send back to me for me to keep on file.

Don Harrington: Okay.

Lawrence Allen: And it's it's pretty standard stuff and then there's another component to this Don. So every month, there is a conflict of interest form. That's going to be circulated back to the committee every month along with the agenda. So there's a conflict of interest on an agenda item that a committee member may have. Then they need to indicate...

Don Harrington: Right. Right.

Lawrence Allen: why there's a conflict. Okay. And fill that form out and send to me. And to answer Michelle.

Don Harrington: Okay.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Lawrence Allen: So we can keep that on file now.

Don Harrington: so,

Lawrence Allen: Oh, the only time, the only time they need to fill that out. If there's a conflict, if they don't have a conflict, they don't need to fill it out.

Don Harrington: Um, can you like give us an example of what would qualify as a conflict?

Lawrence Allen: yeah, go through, you know, a conflict occurs when an individual's personal interest, Family, friendships or financial. That could compromise his or her judgments just decisions or actions on the committee. So, if you're do,...

Don Harrington: Okay.

Lawrence Allen: if you're doing with an agency that sees DDD members and you have a financial interest in that particular business or home or wherever it may be that offers that service and something should come up in regards to that Business and there's an issue with it. Then you need to recuse yourself from discussion and voting on that particular matter.

Don Harrington: Okay. All right.

Lawrence Allen: Does that make sense?

Don Harrington: Well, I think it's a little clearer now. You know,...

Lawrence Allen: Yeah. There's a lot of different scenarios.

Don Harrington: if I

00:15:00

Lawrence Allen: We can go down and...

Don Harrington: Right.

Lawrence Allen: and examples that we go through on conflict of interest. But really, what it boils down to is financially is there a financial I guess. Interest in my, on my part on how this is going to end. Or whatever,...

Don Harrington: Okay.

Lawrence Allen: you know. So that's kind of what you need to look at as you move forward.

Don Harrington: So this just this just pertains to the committee members. Okay.

Lawrence Allen: Correct. Yes sir. Yep.

Lawrence Allen: And that's really the only update I have. So be on the lookout for that email and I'll be sending out that out tomorrow morning. Um and...



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Don Harrington: Okay.

Lawrence Allen: take a look at it again. Any questions? Please reach out to me or Michelle and...

Don Harrington: Okay. All right,...

Lawrence Allen: we can get an answer for you.

Don Harrington: I appreciate it, Larry. Who wants to go next?

Lawrence Allen: Yes, sir.

Staci Rodarmel: This is Staci with QA. I can go next. Yep.

Don Harrington: Okay, thank you.

Staci Rodarmel: We're remain fully staffed. I'm knocking on wood. So I don't jinx myself. And there was the announcement that went out with the sharing of the new incident report form, that's going to be starting on May 1st. I think that's really the only update I have at this time.

Don Harrington: So I saw that the new form, it looks quite a bit longer and More asking more information especially for somebody...

Staci Rodarmel: It is.

Don Harrington: who went to the ER or is hospitalized or something like that. Why, why do the...

Staci Rodarmel: Mmm.

Don Harrington: why did DDD need to? Do that much in an incident report?

Staci Rodarmel: That was a, that was a group decision. That incident report was developed with feedback from several different perspectives. I was not part of that group so I can't answer it. Any more detailed than that?

Don Harrington: Right? Do you think or is one of the objectives and you might not know this? But is it to cut down on the number of fact findings or Anything to do with that.

Staci Rodarmel: Well I think our goal is always to try and get as much information as we can right from the start so that we can we can you know determine...

Don Harrington: Right.

Staci Rodarmel: what needs to be done and and you know have some of that reduction in the fact finding in the time process in that. So that's always a consideration is to get as much as full of boatload of information as we can right from the beginning.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Don Harrington: Right, right. Well, I I think that's a good thing. More information is better than no information. So I have to agree with you on that. And that starts May first.

Staci Rodarmel: May first was the date on the announcement yesterday.

Don Harrington: Already.

Don Harrington: Okay, who do we have next? um, I think the only person that's not talked, is Dean. Dean, you have anything you want to say,

Dean Thomas: Don. No, I don't. I just appreciate you attending. PRC, when you did and your assistance with that review.

Don Harrington: Well, I like to keep my hand in it and see how things are going. That's why Article 9's a big thing for me but yeah, it was fun. You handled it very well. It was a good session. So, Oh, reach out. Email me if you need more volunteers. Okay.

Dean Thomas: Sounds good. Anytime you're welcome.

Don Harrington: Okay. Um, I think that covers everybody, all the departments that are present. Is that correct? Michelle

Updates from Integrated Health Plans

Michelle Rademacher: It. Yes. Well, we have ,I have an update and then I'm not sure if Adriana had an update or not, she's on the phone with United Healthcare.

Don Harrington: Oh, okay.

+1 602-*-**39:** I yeah, hi Don. This is Adriana with United Healthcare. We don't have any updates at this time. Thank you.

Don Harrington: Okay, I didn't see your name is just a phone number there, so thank you.

+1 602-*-**39:** Oh sorry,...

Don Harrington: I don't want to, I don't want to miss anybody, everybody's important, okay?

+1 602-*-**39:** Okay. Okay. Thank you.

Don Harrington: Thank you for that. Okay, Michelle go ahead.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Updates from DDD IOC liaison

Michelle Rademacher: Okay, I just wanted to let the committee know I sent some emails out, Leah, Gibbs, and Dr. Underwood have asked for permission to be added to the agenda for the April meeting. They would like to provide information on electroconvulsive therapy otherwise known as ECT therapy and receive input from you and Christina both. Would it be okay to add this topic for the agenda next month?

00:20:00

Don Harrington: Um, I vote. Yes. Christina.

Christina Ostendorf: Sure. Yeah, absolutely.

Don Harrington: They'll give me a chance to find out exactly what it is. Oh, don't do a little research on it.

Michelle Rademacher: Okay, okay. And then, the DDD volunteer coordinator has organized a volunteer appreciation luncheon. It's scheduled for Tuesday, April 18th from 11 AM to 1:30 pm. Now, it is in Scottsdale and so, and they are asking for an RSVP by April 7th, and I did send an email out to give you guys that information. You are both invited to that if you would like to attend. Also the next DDD IOC statewide chair meeting is the very next day. DDD IOC statewide Chairs meeting is scheduled for Wednesday, April, 19th at 10:00 AM. and and...

Don Harrington: Okay.

Michelle Rademacher: the last thing I have, Go ahead.

Don Harrington: Is that chair meeting? Is that over Google Meets or Doing. Okay, good.

Michelle Rademacher: Yes, it is.

Michelle Rademacher: And if you and if you have agenda items, just let us know and we can have that added to the agenda for the statewide chairs meeting.

Don Harrington: Okay.

Don Harrington: um, go ahead.

Michelle Rademacher: and then,

Michelle Rademacher: The next DDD public Town Hall meeting for members families and providers will be held Thursday. April 6th from six to eight PM. DDD will present updates and announcements to the public through this virtual meeting which they do once a month, that's it for me. Dean does have his hand up.

Don Harrington: Yes, Dean



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Dean Thomas: Yeah, just asking about the luncheon, is there a virtual aspect to that, too? So we can thank the volunteers as well.

Michelle Rademacher: Oh, no. Unfortunately, there is not from what I understand through communication from the volunteer coordinator with DDD. She stated that the hotel, they're expense, their charge for doing it virtually and having that accessible was more than met the budget. So, it's not available or accessible virtually; they will do video recording of it however, for distribution.

Don Harrington: Well, it's free food.

Michelle Rademacher: Yeah.

Don Harrington: So you know, I'm gonna be there.

Don Harrington: Okay, what's next on the agenda?

Discussion, Review on Committee Membership

Michelle Rademacher: Okay, the next agenda item would be if you had any discussion review on committee membership.

Don Harrington: How did we do in the volunteer thing in February? Did anything come out of that?

Michelle Rademacher: Well the coordinator has stated, We have 14 individuals pending Um processing. Through the DES volunteer Coordinator or volunteer engagement site. I don't know how many specifically are slated through IOC. I have reached out to two individuals so far and then I've got a list of four others that I'm communicating with.

Don Harrington: Okay, if there's anything I can do to help you or I mean I'm a pretty good sales person so just let me know.

Michelle Rademacher: Most definitely. Thank you.

Don Harrington: Okay. But that was, that was a lot of fun. I drove down to attend that, and I had a lot of fun doing that. It was great. It was, I'm still kind of blown away at some of the volunteer opportunities that were down there, but it was, it was a hoot.

Michelle Rademacher: yeah, the volunteerism fair was, was a big success and I do expect that we'll see more of those

Don Harrington: Good good, what's next?



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Discussion and Review of Incident Reports and Behavior Plans

Michelle Rademacher: If you ore, Christina have any discussion and review of incident reports and behavior plans.

Don Harrington: Christina, do you have anything you want to talk about?

Don Harrington: Yeah, I did get an email today to answer some of the questions we had on those. So I appreciate that a lot. It's like, well, this report sometimes are like reading a movie, you don't know how it ends, you know, it's just kind of wondering how it ended, you know. There's no reason for an executive session is there?

Michelle Rademacher: Not unless you're going to use very specific information that the public should not, that's private and shouldn't be held in public session.

00:25:00

Adjournment

Don Harrington: Now, I don't think so. So, is there anything else?

Michelle Rademacher: No, that's the agenda.

Don Harrington: Well, I appreciate you guys staying past five o'clock. I know when I worked for the state five o'clock was just a mass exit. So I appreciate you guys all showing up and helping us out and I, Do I have a motion to adjourn?

Christina Ostendorf: Motion to Adjourn.

Don Harrington: Thank you and motion carried. There's just two of us and the next meeting, you know, when the next meeting is Michelle?

Michelle Rademacher: Yes, the next meeting is currently scheduled for Wednesday. April 19th.

Don Harrington: Okay, and I'm looking forward to that discussion on the ECT therapy, sounds interesting. Okay, thank you guys so much. I appreciate it.

Joan McQuade: Thank you, Don.

Staci Rodarmel: Thank you.

Don Harrington: Okay. Bye you guys.

Lawrence Allen: Good evening.

Jennifer Myler: Thank you.

Fredreaka Graham: Thanks.

Lawrence Allen: Have a nice.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee
Meeting Minutes Summary & Action Items
Wednesday, March 15, 2023 – 5:00 pm**

Don Harrington: Enjoy your evening.

Lawrence Allen: YouTube.

Meeting ended after 00:26:30 🙌

The committee has received **February** 2022 reports. The September incident reports include **39** open and **386** closed reports. This is a total of **425** incident reports presented to the committee for review.

Incident Type	Open	Closed
Accidental Injuries	8	71
Client Missing	0	5
Deaths	2	7
Emergency Measures	0	7
Human Rights	0	1
Legal	1	1
Medication Errors	4	64
Neglect	16	69
Other Abuse	3	5
Other – Behavior	1	79
Other – Unkn Injury; hospital;	1	69
Physical Abuse	3	6
Property Damage	0	2
Suicide	0	0
Totals	39	386

The committee submits their comments and questions to **Jeffrey Yamamoto and Michelle Rademacher** via comments in Shared drive and will be sent to District North Quality Improvement for a response.
