



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, April 25, 2023 – 5:30 PM to 7:30 PM**

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

Meeting called to order by **De Freedman**. The date was April 25 , 2023, at 5:33 pm. The address of the meeting was Virtual, no physical address.

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

Attendance by Google Meets unless noted:

- **Diedra (De) Freedman**
- **Brad Doyle**
- **Bernadine Henderson**
- **Diane Concolino**
- **Pat Thundercloud** (by phone **37)
- **Crystal Fox**

Absent:

- **Shelly Vinsant**
- **Cynthia Macluskie**

Public in Attendance:

- **None**

Arizona Department of Administration (ADOA):

- **Larry Allen**

AHCCCS IOC Liaison

- **Fredreaka Graham** (by phone **98)

Healthcare Plan Liaison

- **Summer Kamal** (Mercy Care) Ombudsman
- **Dawn McReynolds** (United HealthCare) OIFA Administrator

DDD staff and Guests:

- **Diane Kress** (DDD District West Quality Manager)
 - **Jeffrey Yamamoto** (DDD IOC Liaison - DE & DC)
 - **Michelle Rademacher** (DDD IOC Liaison - DW, DS, DN)
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Updated District West IOC-Conference Call (2023-04-25 17:33 GMT-7) - Transcript

Attendees

+1 480-***-**98, +1 623-***-**37, Bernadine Henderson, Brad Doyle, Crystal Fox, Dawn McReynolds UHC OIFA, Diane Concolino, Diane Kress, Diedra Freedman, Jeffrey Yamamoto, Lawrence Allen, Michelle Rademacher, Summer Kamal- Mercy Care

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.](#)

Call to Order

Diedra Freedman: Okay. It is 5:33 and it is the, I have to look at my calendar. Isn't that bad?

Diedra Freedman: It is Tuesday, April 25th, 2023. This session of the DDD District West Independent Oversight Committee is now. Called the order. Does anyone? Do we have anyone that has to disclose a conflict of interest? If there is, I have to ask you. To disclose why?

Bernadine Henderson: No, but I have a question about that because I never got my forms filled out. Jeffrey had mentioned, at the last one, there were two of them. I saw one. Jeffrey, can you or Michelle just send me those two forms and I will get them filled out. I just, I'm lost and life has not been kind to me lately, so I don't need. I mean I don't have the energy to go and look for it and, you know, all the other stuff. So if you just send me an email with the two five two two forms. I have to fill out, I will get them filled out and send back to you.

Diedra Freedman: You could just set them to all of us because, this way, I don't have to look for them either. Bern, you're not the only one who hasn't filled them out. But I don't, I don't have an excuse so



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Michelle Rademacher: Okay, well, I'll get them out to you. There's one form that is an annual form and disclosure statement. And then the other one, you only complete if you find that the meeting agenda has a topic that you have a conflict of interest in. So that's each meeting per the agenda.

Diedra Freedman: Okay, see we count on you to keep us straight.

Welcome and Introductions

Diedra Freedman: All right, I've called us to order. Now, we're going to do, welcome and introductions. I am Diedra Freedman. I am the chair of the DDD District West IOC. My son, Andrew, was a DDD ALTCS, Mercy Care member from 2003 to 2021 when he passed away. By profession, I'm a retired attorney and a certified professional compliance officer and I am the treasurer for the Arizona Autism Coalition. So I think that covers everything. Bern.

Bernadine Henderson: I'm Bernadine Henderson. I am a former special education teacher currently staying home with foster children and my mother-in-law. I have two children who are on the spectrum and are DDD members.

Diedra Freedman: Pat

Patricia Thundercloud +1 623-*-**37:** All right, I'm Patricia Thundercloud, I'm a retired positions assistant. I have Andrew. He's 42. And he has Down syndrome.

Diedra Freedman: Brad.

Brad Doyle: I'm Brad Doyle. I have a 36 year old son that's been in the DD Arizona long-term care system since he was four. Advocating for seems like forever. *That kinda sums me up.*

Diedra Freedman: okay, Crystal

Crystal Fox: Hi, I'm Crystal. Can you hear me? Okay, I'm dealing with new technology so my name is Crystal,...

Diedra Freedman: We sure can.

Crystal Fox: I am, I have a daughter who is 20, she's been with DDD since she was two. We're currently at the mall. I'm gonna try to stay muted as best as possible.

Crystal Fox: And *I also am a registered nurse and I specialize in* mental health behavioral health.

Diedra Freedman: Okay, Diane.



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Diane Concolino: Yes. Hi, I'm Diane concolino. I am a retired state employee. I was with the state for 12 years. My background is or was, I was an investigator with Child Protective Services and then I was investigator with adult protective services, Then I transferred over to VOC rehabilitation for the last five years of my career. I have a grandson, is on the spectrum and I help take care of him.

Diedra Freedman: Can I just say I am honored to be among this distinguished group? I don't think any other IOC has members that are as expert and as diverse as we are. Like, we're amazing. So I'm just patting us on the back.

00:05:00

Diane Doncolino: Yeah, I'm double patting us.

Diedra Freedman: Michelle. I think I got all five of us. Six of us. I don't see anybody else. Did I miss anybody?

Diedra Freedman: Okay, do you want to take it away with the DDD employees and then the health plans for me, I'd appreciate it.

Michelle Rademacher: Sure thing. Hello everyone for DDD staff, Diane Kress, would you introduce yourself, please?

Diane Kress: Yes, good evening. Diane Kress. I am the District West Quality Assurance manager.

Michelle Rademacher: And Jeff, would you introduce yourself, please?

Jeffrey Yamamoto: Jeffrey Yamamoto. I'm the DDD IOC Liaison for districts East and District Central. I used to be for District West.

Diedra Freedman: Yeah, until you deserted us but that's okay because we have Michelle now.

Michelle Rademacher: I believe that is all of the DDD staff so I'll move, a Larry Allen.

Diedra Freedman: Larry

Lawrence Allen: Good evening,...

Summer Kamal- Mercy Care: Yeah, good evening.

Lawrence Allen: guys. This is

Lawrence Allen: Good evening.

Diedra Freedman: You're Assistant Larry.



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Lawrence Allen: Larry Allen with ADOA.

Michelle Rademacher: Thank you, Larry. And Fredreaka.

Fredreaka Graham +1 480-*-***98:** Hi, can you guys hear me? Okay. Thanks...

Diedra Freedman: Yes.

Michelle Rademacher: Yes, we can hear you.

Fredreaka Graham +1 480-*-***98:** This is Fredreaka Graham with AHCCCS. I had to join my phone because my camera was working but I couldn't hear anything. So I'm here at 1798, the ending in my phone number. Thank you.

Michelle Rademacher: Thank you. We've got Dawn McReynolds.

***Dawn McReynolds:** Hello everybody this is Dawn McReynolds, United Healthcare OIFA Administrator*

Michelle Rademacher: Thank you and Summer Kamal.

Summer Kamal- Mercy Care: Good evening, this is Summer Kamal, the behavioral health coordinator here, at Mercy Care.

Michelle Rademacher: Thank you. Is there anyone else on the line that hasn't been called on? My name is Michelle Rademacher. I'm DDD IOC liaison for District West, District South and District North.

Call to Public

Diedra Freedman: Okay, we're ready for the next agenda item which is called the public. We don't have anybody from the public here, but just to make sure Larry Allen that I dot every eye, and cross every T. It's call the public. This is the time for the public to comment. Members of the committee may not discuss items that are not specifically identified on the agenda. Comments are limited to three minutes per person.

Update/Follow-up of the Answer to IOC question to DDD

Diedra Freedman: So, we're going to do our update, follow up, the answer to the IOC question to DDD. Does anybody, is there anything that we need to follow up with that? Or are we satisfied for now, with the answers that we got from our questions both January and March we got answers back. Just so that everybody's clear. And I want to make sure that I say this on the record, We're not asking questions because we're looking for a "got you" situation. We're asking questions because we want to know what the rules, policies and procedures are and we want to make sure that we're following those rules, policies and procedures and we want to make sure we're giving information to other families, providers, other members of the public, we're giving them accurate information. So we don't ask questions because we think DDD has done



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anything wrong and where this big investigative body because as everybody knows, we've absolutely no investigatory powers. The only power we have is to ask questions and then give DDD advice by statute, that's it. So, um, Now we have our update on the statewide meeting. And that's me since I attended a statewide meeting when you just pull up my notes.

Update on IOC Statewide Meeting

00:10:00

Diedra Freedman: And I'll go over them. Who's gonna do the DDD update? Is Jeffrey going to do that, or are you going to do that, Michelle.

Michelle Rademacher: De, which update are you speaking of?

Diedra Freedman: We usually have a DDD monthly update from the staff.

Michelle Rademacher: I was, we were not given an update to report this evening. I do,...

Diedra Freedman: Okay.

Michelle Rademacher: I do have a small update but we were not given an update to, to provide.

Diedra Freedman: Okay. Um, I'll give the. I'll just go over my notes, then from the meeting.

Diedra Freedman: We talked about PRC, being an issue and we've already, They're looking for more participation from us. We've already asked our members that was the last meeting and Michelle is going to facilitate, getting Crystal set up with PRC. So, That will be good. So we'll have more members reviewing it.

Diedra Freedman: We discovered. that there are three DDD members who reside in ASH, but here's the tricky part, people. DDD isn't directly paying for ASH. So, it's difficult for DDD to protect the human rights of those ASH members unless ASH agrees to allow DDD to protect the human rights of those ASH members Right now, even though ASH has its own IOC, whenever there is an incident report regarding the three individ., the 3 DD members who currently reside at ASH and they've been there on and off for a decade, those incident reports are being sent to the appropriate district, IOC. So there are two DDD members from District Central. One DDD member at ASH from District South. We don't have any from District West at the moment. So, the other thing that we talked about was ECT.

Diedra Freedman: Otherwise known in the 70s and 80s as shock treatment. There's been a new interpretation. We were. We were asked if we would invite a presentation from Leah Gibbs and Dr. Underwood um, And we agreed to but ours got postponed. Well, it looks like right now we don't need that presentation...



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Diedra Freedman: because there's been new interpretation of a statute and as long as, the ECT, Electro. Convulsive therapy, Is what ECT stands for?

Diedra Freedman: As long as it is deemed to be medically necessary treatment, performed by a licensed medical professional, in a proper clinical setting, then it is permissible. And it is just so everybody knows if it's medically necessary, it's covered by AHCCCS. It's an AHCCCS covered benefit. So we're not talking about Shock treatment. From the 80s or even the 90s. We're now talking about, treatment that's far advanced, in Crystal would know better than I do, but they're finding great success. And I brought up the fact that in discussing ECT, we also need to be talking about Vagus nerve stimulators because those deliver an electroshock when you pass the magnet over the VNS, the Vagus nerve stimulator, and we need to make sure, in behavior plans. We need to ensure that's not being used as a punishment. That it is being used as a Therapeutic, medical treatment for seizures. So, not for behaviors but for what it's intended for seizures. So I guess nobody ever brought that up before. I was told that that was a unique interpretation and they were going to talk to the medical staff to make sure that it's not used as some sort of a punishment or some sort of a behavior management strategy.

00:15:45

Diedra Freedman: We talked about, And this was a big one and I was the instigator. We talked about how. Person-centered service plans, otherwise previously known as ISPs and behavior plans, are medical records. They need to be complete and accurate. You need to have records integrity. Linda Mecham from District Central shared that she does behavior plans. She does like two a day. I mean, she really does most of them, 90% of them for District Central. Anyway, she reviewed 24 Behavior treatment plans. And the behavior treatment plan is a part of the person-centered service plan. Not the other way around. For 24 of those 24 PCSPs. Didn't have any historical information filled in. It was in the behavior plan. But it wasn't in the PCSP. On. And that's a problem because those are the records that the staff is using and we all know about staff turnover. So they don't know the history and this is a major detriment especially for individuals who are living in um, congregate housing arrangements, whether it's a group home or an ICF. And those, we know, are our most vulnerable individuals. Zane told us that DDD has a brand new operations unit for support coordination. They're nearing a thousand support coordinators to serve 50,000 members. so, um, That's 50 members per support coordinator. That's still a really high caseload. Caseload used to be two, decades ago, the maximum was 45 so that's it's gonna take us a while to get back to optimal. Um, they asked us to ask when you're reviewing behavior plans, and you're seeing the Person Centered Support plans. If you find that the documents are either incomplete or inaccurate, They ask that you let Michelle know and Michelle, I apologize you and I were supposed to get together and come up with step by step. And we didn't do it. but, if there's a way that we can, can they just send you the number. What would be best?

Michelle Rademacher: Um, you can reach out to me, give me the name. It's redacted. So you're not gonna have a last name, but I guess there's a record number related when they're reviewed, Bernadine, you review those.

Bernadine Henderson: So I was gonna ask for clarification. You're asking that if we find a person-centered person, whatever it is, I can never say the right words. That is incomplete.



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Diedra Freedman: Right. Or inaccurate? You know, how you're flipping through the behavior plan.

Bernadine Henderson: You want to know the members name, is that what?

Bernadine Henderson: Or inaccurate. Okay? So I think the bigger issue is this. It just and I haven't looked at plans for several months. The bigger issue is that they're inconsistent with the behavior plan. So yeah they're not accurate but you know the person centered Plan might have this set of information and the behavior program has this set of information. So what I would recommend is that you note that as a concern on the disposition, the IOC disposition and send that disposition to Michelle.

00:20:37

Bernadine Henderson: That's what I think because then she can see, you can see. Because I, all I document, you know, Person-centered plan is not consistent with face sheet and behavior plan. And I document, behavior plan says this, the person-centered plan says this, the face sheet says this. Sometimes they're all three different. And I have been working in there just, you know, like there's parts that aren't filled out. There aren't a lot of incomplete ones, but I keep, when people, like kind of give me grief for saying things. I say, Look, if a person is in crisis and you pick up one document, don't you want to have an accurate representation of that member in the one document that you picked up?

Bernadine Henderson: So I in my opinion I would say that you document it on the, in the Independent Oversight Committee disposition. There's a place on the bottom for other concerns. You would document it there and then if it's, if that's your concern, then send that disposition, you're not only going to send it to Amy and Geraldine, you're going to send it to Michelle as well.

Diedra Freedman: Does that work for you, Michelle?

Michelle Rademacher: Yes, I was going to say to be consistent because District Central is already doing this. Definitely send it to Amy because she's primary PRC contact for District West and copy me on it so that I'm aware of it as well. That way, our unit and OIFA DDD OIFA is still involved in the loop as well.

Diedra Freedman: Yeah, this is something that Zane specifically asked us. To do their quality control for them. Because their own people aren't doing quality control for them. So he asked us to keep track of this, because He was totally surprised. That there are inconsistencies in medical records.

Bernadine Henderson: and that blows me away because we've talked about it at several of our meetings in the past,...

Diedra Freedman: Yeah. Well

Bernadine Henderson: I, I know I I feel like a broken record and so I know that I have spoken about it personally.



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Diedra Freedman: Oh, I know you have. I know you have and I know your hand is up Crystal, but this time I had a hook because Crystal's got a professional license and I refuse to allow that to be compromised in any way, shape, or form. So, before I was the only one with a professional license. It's in retirement, and it's back in New York. So quite frankly, I don't think anybody cared. But the fact that Crystal uses her daily to put food on her table. I think it finally hit home with them how important this is and how we can't put her at risk. Crystal and then Diane

Crystal Fox: Yeah, my question is, is the behavior plan already in place when we're reviewing it?

Diedra Freedman: No.

Crystal Fox: because otherwise, we could just send it back incomplete and they when we wouldn't really like they would be able to start the behavior plan, until everything is basically, everything is the same in all places that you guys want. The.

Bernadine Henderson: No. So crystal during program review committee meetings, we're looking at it and making recommendations to the behavior plan. They really do not make any changes to the person-centered support plan at that meeting. That's why I have documented on my IOC disposition forms that at the next pscp appointment meeting, this needs to be updated or this needs to be completed because a lot of times I see plans that have no spending plan in them or have no rights safeguards and whatever that form is, you know, they don't have those forms even included in the person-centered plan and that's what but we can't.

00:25:00

Bernadine Henderson: I don't believe we can hold up a behavior plan meet, plan based on inaccuracies in the person-centered, Because it's a different meeting.

Crystal Fox: Okay, that was my question is do we? Okay, that was my question because I would say as a, somebody reviewing them, just send it back incomplete then they'd have to fix it before you could. Before you can enact the behavior plan because it all should be correct before it is started.

Diedra Freedman: yeah, the the only

Bernadine Henderson: But if we document and Zane is interested in what we have, he could go back to this team and say or someone in quality assurance could go back to the team and say, Hey, you know, IOC Notice that this be, this person's plan is missing the spending document, has it been completed? You know, they could do the follow-up.

Crystal Fox: Yeah. Okay.

Diedra Freedman: And the only problem with holding up a plan is these members need a plan? So, I mean, we always have to be cognizant that there's an actual member. And, you know, for us it. For us and DDD and maybe paperwork for them, it's the real life.

Crystal Fox: Okay.



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Diedra Freedman: So Diane.

Diane Concolino: Yeah, I'm here. Um, is DDD. Michelle, are they still doing paperwork or they doing electronic files? Any new movement on that? I know for years they've done paper files.

Michelle Rademacher: Oh, now I have not been a participant in PRC for a long time. The last I was a support coordinator was 2019. However, DDD I am aware has moved all of their person-centered service plans to an electronic form. So I am hoping that they have the behavior plans and electronic form as well. And it seems that they do because our IOC members are able to pull them and look at them from the shared drive in electronic form. So I do believe they are but I, I don't know personally, for certain.

Bernadine Henderson: Yes, they custom. I mean they standardized that form about a year ago but I can tell you, even having looked at a couple of them a couple months ago, they're not all using the correct form. But, you know, there should not be a paper copy of a file anymore. I don't have paper copies.

Diane Concolino: Right. Yeah. I never I never worked with real paper. We always had electronic files since I worked with the state for 12 years, you know? So it is much easier to keep track, anybody can pick it up. If it's supervisor gets in there, it looks it over. It says, Oh, okay, Diane entered this note on this day. It's right there. So anybody could be able to look at my caseload and figure out what's going on. oh,

Diedra Freedman: The real problem though, Diane. For the behavior plans. Is that the providers are still using paper, not all of them have moved to electronic records.

Diane Concolino: All right, well maybe they should maybe it would be a good thing, right?

Diedra Freedman: I agree and they could apply for ARP money from AHCCCS before May 15th. And one of the things that those grants cover is technology, but there's 40 million dollars for Who knows...

diane concolino: oh,

Diedra Freedman: how many AHCCCS providers, including all 444 DDD QBA providers. So,

Diane Concolino: Okay. All right.

Diedra Freedman: Um, were you Pat did you want to say something?

Patricia Thundercloud +1 623-*-**37:** And what I was thinking about this, I was going to talk to Bernadine about it later, but I was thinking she says there's three plans. Well, that should be that, that's really, It's a human right violation, because They could pick up any one of the plans and not know that there was a plan that they should be, if it was a plan they should be following and that really dangerous. A medication might not quite be right, you know, like a decimal point might be off in the medication. And one, and it's like that. The IOC picked it up and that, they don't, they already started using that plan. Well, then they would miss that.



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Patricia Thundercloud +1 623-*-**37:** that and it would make it maybe 10 times more medication than, you know, it's supposed to be. So it's, it's dangerous. I wanted to talk with Bernadine after the meeting and find out. I don't quite understand all this now, but In, when I was on the the PRC. But they didn't start the plan until after we approved it.

00:30:33

Bernadine Henderson: Correct. The plan, The plan that we are approving was not starting. Some of them are renewals so they're using a previous form of it but it has to be approved every year.

Diedra Freedman: Hey Crystal. Your hands up.

Crystal Fox: Oh, I didn't mean for my hand to be up but I get it too. I think that the best way to do it is just to make sure that they get the To get the plan done to start it when it's completed so that it's all even. Because it is dangerous.

Patricia Thundercloud +1 623-*-**37:** Right.

Diedra Freedman: Yeah. Okay, the next thing that Zane talked about Is the current to future initiative. DDD still has two notices to cure. They have gotten rid of three, but they still have two more left.

Diedra Freedman: The next thing that Zane mentioned, I don't know if all of you are aware of this. But the DDD QVA provider network is officially closed to both new providers and new services until July 1st 2024. DDD has said that they have a commitment to helping the providers that they currently have hire more employees so that they can better meet the needs of DDD members. And provide the services that they're under contract to provide.

Diedra Freedman: According to DDD. They have a sufficient provider network under the DDD QVA, provider network. So, that's their interpretation. We'll see what happens between now and July 1st 2024.

Bernadine Henderson: Can I add to that?

Diedra Freedman: Sure.

Bernadine Henderson: They might have a provider network, but they don't have workers. In the provider network.

Diedra Freedman: Yep. Well, they're defining it as a sufficient network, and they will be enhancing it. They will be helping their providers to hire more employees.



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Diedra Freedman: While we're talking about providers and hiring employees. I sit on the AHCCCS ALTCS Advisory Committee. And we had this great presentation, if everyone would like me to share it with them, I'll forward it. AHCCCS has this wonderful program. There's a gentleman at AHCCCS named Bill Canard who's in charge of their workforce development program and their partnering with Arizona community Colleges. So all Arizona health care workers. Who take courses at Arizona community colleges, may be eligible for tuition reimbursement. The details have not been ironed out yet. But it's a revolutionary step forward for Arizona. So I can send that PowerPoint presentation. And it's, I think it's got Bill's contact information but I was shocked. I've never heard anything as progressive as this program from any agency in Arizona. So Hats off to AHCCCS for leading the way to help develop a workforce in the future, because We're going to need it, so Diane.

Diane Concolino: I think that's an excellent idea they came up with. I can see it. I could see it working. Very well. It's gonna take a little time but they'll catch on

Diedra Freedman: It actually started out. It's due to a law that was passed last year and the legislature and the governor signed it. It started out as a way to grow new nurses and then they expanded it to all health care workers and there's specifically including Direct support personnel like hab workers, respite workers, attended care workers.

00:35:00

Diane Concolino: Now, there's not enough, there's not enough work.

Diedra Freedman: No. No. There's, unfortunately, there's a nationwide shortage of them. And it's a great way to at least help to encourage people to get into the field.

Diedra Freedman: Zane also told us that DDD is enhancing internal support for support coordinators. Now, that's a song that we've been hearing for the last, at least, half a dozen years from other assistant directors of DDD. We've seen a few in our time, but Zane tells us that he's committed to it, And he's working on it. So we have to believe him at his word and we're looking forward to seeing the results of that. The fact that He's actually been success, well, DDD has been successful in hiring new support coordinators, um, shows progress. And now they want to, they want to properly train them, shows promise. So Zane talked about Senate Bill 1411. That's the **Wadsack** guardianship bill that passed the Senate but is sitting in the House and Zane's intel tells him that it's gonna sit in the house. That chances are it's not going to go forward. so far my intel is telling me the same thing and we discussed that at the last meeting, the other thing that Zane told us, is that There are bills out there to increase the DDD eligibility categories, to spina bifida to include Spina bifida and Prater Willie just like last year, disability eligibility was enhanced to include individuals with with Down syndrome. so, he talked about 2166 behavior support. Um, and the provider rate increase, which I think we all saw. There was a jump in the provider rate. Increase January, 1 2023. That is in addition to the ARPA money that they've been using for the last couple of years. And we're waiting, the last ARPA payments should be going out.



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Diedra Freedman: And then there's, if everybody's aware AHCCCS has 40 million that they're using for grants for AHCCCS providers and providers within the DDD QVA agency. Our AHCCCS registered providers so they could apply for that grant money. It's not a lot of money for a lot of providers. Technology is one thing they can use it on but they can't use it to pay salaries. I think that's. I think that's it. Is there Bern, is there anything that I missed?

Bernadine Henderson: No, and I didn't stay for that whole meeting because I had to leave. So. I don't know of anything.

Diedra Freedman: I was grateful that you were there for what you were there for. so,

Bernadine Henderson: No, you know what? I do have a question now that I think about it, they talked a little bit about doing Article 9 was any conclusion. Was there any conclusion about how they would do that?

Diedra Freedman: According to Zane, This is a new Cooperative administration. And we will be brought in from the very beginning. It will be handled very differently. There will be stakeholder, Not just stakeholder input. But there will be stakeholder, real engagement and partnership. So, we'll see. He promised we'll see.

Diedra Freedman: Does anybody have any question? Any questions?

Diedra Freedman: Um. We talked about number six discussion on procedures for IOC, when submitting information and requests. And/or requests. To do to.

**Discussion on Procedures for IOC when Submitting Information &/or Requests to
DDD**

00:40:00

Diedra Freedman: Nope, I guess we didn't talk about it. Discussion on procedures for IOC, when submitting information and or requests to DDD. Is there anything new Michelle? Are we doing it wrong?

Michelle Rademacher: No, I looped that in per the statewide and your mention of putting that on the agenda. I do want to say, though Since we are on the subject, if the committee has a request from anyone from DDD, from a health plan, to please loop that through an email to either, through me or Larry. That is the procedure we'd like to follow moving forward. That way it goes straight to. Like if it comes to me or Larry, it goes straight to the individual in the organization that can go straight to the other organizations that, or internal personnel specifically. Sometimes we have People that cover different roles. And if you send it through OIFA DDD OIFA, then we collect and make the official record and response prepared and sent to internal staff directly that would be able to provide the fastest and most subject matter expert response. We also make sure that our internal executive leadership reviews those responses. So for accuracy, before we disseminate them. And I'm certain that if you sent them through us and we send them forward, to Mercy, Care to United Healthcare. They would do the same processes through their OIFA.



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Diedra Freedman: Okay, the other thing is, I mean, I always I don't think I'm guilty of not looping you in because I always try to loop you in. One of the other reasons to always loop in Michelle and Larry, is, it covers us with the open meeting laws. So, because, If we end up in a conversation and there's more of a quorum of us talking among ourselves, then we get in trouble. So this way, if they're always looped into the conversation, When there's More than three or four of us. We have. We actually have a paper trail and we've dotted our I's and crossed our T's, and nobody can accuse us of violating the open meeting law. I think. I don't know what's going on at ADOA. But I have a feeling that the Attorney General's office. Um, is looking under the hood. And making sure that ADOA is following open meetings law for the IOCs. So Larry can talk about that in his update. Um and Larry, Larry's, great to work with. So, let's CYA us, as IOC members, let's CYA, Michelle, And let's CYA Larry. So it's best to just be transparent. The other thing that I want to remind. I know why this is on there, Michelle. I want to remind the IOC members. This is not the De Freedman show. This is the DDD District West IOC. So, if there are any issues that you want on the agenda, please request them. Whether it's a topic that you want to discuss or it's a guest that you want to invite. Go ahead, bring it to our attention. And again CC Larry and Michelle. Our only constraint is we like to keep this under two hours. So, if we, if the agenda is full for that day, then we can do it the next month. So does anybody have any questions?

Proactive Measures for Member Safety in the Family Home

Diedra Freedman: Um, the next item is, proactive measures for member safety in the family home? I sent out the information. Cynthia, and I were the Member Safety in the Family Home workgroup. And so I sent out the materials that Autism Society of Greater Phoenix has on their website. And if anybody has a motion recommending that we

00:45:00

Motion and Vote

Diedra Freedman: Recommend DDD that, they share that information with members and their families to help keep our members safer. Now's the time to make the motion

Diedra Freedman: Did I lose Brad?

Brad Doyle: No, I'm here. I make a motion that we add that, make it available to the DDD.

Crystal Fox: And I second that.

Diedra Freedman: Okay, and now I have to pull everybody by name for the record. Bern.

Diedra Freedman: Yay, or nay.

Bernadine Henderson: Yay.

Diedra Freedman: Pat.



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*Patricia Thundercloud +1 623-***-**37: Yay*

Diedra Freedman: Brad. Crystal.

Brad Doyle: Yay.

Crystal Fox: Yay.

Diedra Freedman: Diane.

Diane Concolino: Yeah.

Diedra Freedman: I say yay. So it passes six- zero.

Diedra Freedman: I'll write that up and I'll send it to Mary Demery and CC, Michelle, and CC, Larry and we're just requesting that they share the information. Have DDD share that information.

Lawrence Allen: Hey De. This is. This is Larry. Please send it just to Michelle and myself and then we will get that out to the appropriate person at DDD so they can make sure that gets answered for you.

Diedra Freedman: Okay, here's my problem. Larry, the actual statute. Says, it's our job to advise the District program manager. That's what the statute reads.

Lawrence Allen: Oh yes, I understand. But on official IOC request that are being sent up to DDD leadership. Or to any other agency or provider it needs to come through us and then we will, we're the conduit to that particular agency or provider. To make sure that that answer, that question. Specific question gets sent to that right person. So it, that answer is back to you within 21 days. Before the next meeting.

Diedra Freedman: Michelle.

Michelle Rademacher: so, when I look at the Statute 41- 4804, um, Section F number three says, Make recommendations to the director of any department and service provider subject to overwrite oversight under this article, so,

Diedra Freedman: Okay. So, that covers us.

Michelle Rademacher: Yeah, Mary Demery does not, but coming to us in OIFA does because then we send it straight up.

Diedra Freedman: Okay. Okay. So then I'll send it directly to you guys. And then you can. You can pass it on because I thought that the statute actually read that, it was our job to advise the District program manager.



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Diedra Freedman: Maybe another section.

Michelle Rademacher: Okay.

Lawrence Allen: I mean, there's nothing either. There's nothing that says you can't. I mean you can advise her and...

Diedra Freedman: Right.

Lawrence Allen: let her know but if you the official IOC question needs to come through us

Diedra Freedman: Okay.

Diedra Freedman: Yeah, it's easy enough to just flip it and CC her and Diane. Since Diane's the quality person. We'll just flip it and we'll CC her. And we'll CC Diane. And we'll address it to the two of you. Does that Dot your I's and cross your T's.

Lawrence Allen: Yes, ma'am. That's fine.

Diedra Freedman: I just Larry from Just run a standpoint because we're District West. I just want to keep that relationship. With the District West Program manager, because I think it's important. Does that make sense?

Lawrence Allen: Absolutely, it does.

Diedra Freedman: Okay.

Policy Notification Review and Discussion

Diedra Freedman: Okay. Um, Anybody the policy notifications. The reviews that we received, does anybody have a discussion? Is there a policy that we've been sent by DDD we're 60 days to consider it. That anybody has an issue with and wants to discuss. I'm fine with them all. Does anybody, going once? Going twice?

DDD Staff updates

Diedra Freedman: Okay. Michelle. You're up. DDD staff updates.

00:50:00

Michelle Rademacher: Okay. Diane Kress. Do you have an update you'd like to provide this evening?



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Diane Kress: Actually, I do not not at this time trying to think I can't believe we're in April. So That is hard to believe. Now we're fully staffed. We've been obviously again, looking forward to assisting, you know, our team as well as the unit, as well as the district. You know, again having been short of staff, we obviously know that it's, it causes, you know, things to be slow, but again the training has gone well. I do know that incident entry, You know, again we're working towards the portal. We've been testing it. There are some things that we are running into. So more to come. It's possibility that I don't know when it's actually going to be going live, but right now, we are in test models with some of the incident entry team going through that whole process. So that's a good. But other than that, I don't have anything. Is there any questions for me?

Michelle Rademacher: Sorry, De you're on mute.

Diedra Freedman: Does anyone have any questions? We had. We had asked a question about how DDD classifies expected and unexpected deaths. Does anybody have a question about the answer? Or a comment. We might comment is the way that they do it isn't very helpful, but that's my comment. Basically, unless you die in a hospital, it's an unexpected death. And I still don't understand how somebody in hospice, that their death can be unexpected, but I don't make the classifications. So, unfortunately, it doesn't give us much information. Crystal

Crystal Fox: Yeah, it looks like they're just classifying everybody as unexpected because even if they die in the hospital, they still put unexpected, at least from what I was reviewing.

Diedra Freedman: Yeah. so unfortunately, I'm hoping.

Diane Kress: Yeah, I don't have it and yeah, I don't have an answer for you for that. I did mention that comment. As far as you know, wanting the clarification between the two. Again, we are across the board. I do know that we are categorizing as anything that's Expected is always Unexpected. So

Diedra Freedman: I'm hoping Diane when we move to the new Incident Report Form.

Diane Kress: Um Hum.

Diedra Freedman: I'm hoping that the categories will become much more useful. And, and that the mega. The metadata will become much more useful. I would ask if you don't mind, when that happens, that you run us through that new form and give us insights to what we can be looking for with the metadata. I would appreciate that.

Diane Kress: I certainly will take that. Yeah, it is definitely a form that we are again fumbling through it. Just because again, it is a really good form, but it has a lot of data that our system that we've been using is not the same system that AHCCCS has. We are faced with different categories that AHCCCS does use.



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Diedra Freedman: Right.

Diane Kress: So I do agree that it will be very helpful to have a little better choices that we obviously don't have within focus but certainly will. I've got that taken in a note and definitely will. When we come close to that with the Well, I'll try to be prepared.

Diedra Freedman: I just, I promise you. If you get any pushback, I will just bother Joan McQuade until she makes it happen. Former, former quality expert, Joan McQuade.

Diane Kress: Yeah no, thank you De.

Diedra Freedman: Diane.

Diane Concolino: On the new incident report, is it going to have the clients, Um, Diagnosis?

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Diane Kress: I'd have to look at that form. I'll have to look at that form. I know it's 10 pages. I thought it did but I don't know.

Diane Concolino: Yeah, it's pretty important. From right from my background. It's one of the first things I look for.

Diane Kress: Yeah, I'll have to look, I do know that without an AHCCCS ID that incident cannot get entered into the system. So we are realizing there are certain individuals that we would like to track and trend still, but because they don't have an official ID AHCCCS ID, we're not able to put that information into the AHCCCS portal system. So we're having to figure out some more things.

Diane Concolino: All right. Thank

Diedra Freedman: Who, wait a minute, who doesn't. These are state-only members. Who doesn't have an AHCCCS ID number?

Diane Kress: I think there are some that don't. I would have to find out. I just remember hearing that that there are some of them do not have a certain ID, so we are not able to enter them and I

Diane Concolino: No.

Diedra Freedman: Well, that's easy enough to solve with the dummy Doc number

Diane Concolino: Yeah. Pseudo

Diedra Freedman: I mean, it's not rocket science. Michelle.



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Michelle Rademacher: And I was just going to confirm that the DDD only members do not have an AHCCCS ID number. And I also wanted to let Diane know. I understand what you're saying about the diagnoses on our incident reports, that information. But I'm not sure where we'd be able to get that, given that that's part of their private health information. All of our members, with DDD, they they do have to have one of our qualifying diagnosis. And then of course we do have members that are dually enrolled. The excuse me, dually diagnosed with a mental health disability as well.

Diedra Freedman: Crystal.

Crystal Fox: I was just gonna say at the state hospital we never use their diagnosis on incident reports. So I don't know that it might be a HIPAA violation, I'm not sure.

Diedra Freedman: Well what I'm. Diane, I don't know if you know the answer to this. I don't know if Dawn can answer it. Or summer can answer it. But what I'm hoping when everybody is using the same AHCCCS incident reporting form. What I'm hoping is that we can track individuals who may have incident reports through the health plans also.

Diedra Freedman: Do you know if that's going to be possible?

Dawn McReynolds UHC OIFA: Hi De, I this is Dawn from United. I'll definitely take that question back. It'll be interesting. To see, thanks. is that, is that now we just said, that questions have to go through Michelle, and Larry is that. How do you want me to respond? Michelle and Larry

Diedra Freedman: I think you can get back to us with a yes or no. And then if we want to make a recommendation, we can go ahead and make a recommendation. Is that correct? Michelle.

Lawrence Allen: I would agree with that. This is Larry.

Diedra Freedman: Okay, I just one of the, one of the things that I am excited about is that health plans, in DDD, tells us, they're an MCO, health plans are, they are data mining. The reason that they're data mining is, they're making sure. Number one, that the individual members' needs are met so they can see, especially with individuals with complex needs, they can, they can analyze the data, the computers analyze the data. And they can see areas where their members are not getting services. So what would be nice because we have HCBS services in addition to behavioral health, and acute care services. It's all about person-centered plans and providing support and services for the whole person. Is we can put those things together.

01:00:00

Diedra Freedman: And we can better meet the needs of our members. We can proactively use that data. The other thing that the health plans use the data for is they can tell if there is inadequacy in their network, They can also tell if there are problems with specific providers. I mean, they do all kinds of diagnostics in their proactive and I'm hoping that, since the DDD is the MCO, and the health plans are their subcontractors, that DDD takes advantage of...



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Diedra Freedman: The resources and the skills that their health plans already have and they don't reinvent the wheel and they work together so that they can provide the best services possible to DDD members. I understand I have a pipe dream. But that's my pipe dream. so,

Diedra Freedman: Dawn, I will. I think we lost Dawn. but,

Dawn McReynolds UHC OIFA: No, I'm here.

Diedra Freedman: Oh okay. So Dawn my question is whether or not, since DDD will also be using the AHCCCS database to report incident reports. Whether or not that data is going to be available to the health plans. And the health plan data will be available to DDD and we'll come up with a whole picture and best to serve our members needs. That's my question.

Dawn McReynolds UHC OIFA: Got it. Thank you.

Diedra Freedman: Do we have any other? Diane anything else.

Diedra Freedman: Any other staff updates, Michelle.

Michelle Rademacher: No, not at this time.

Updates from Arizona Department of Administration

Diedra Freedman: Okay, Larry your number 10.

Lawrence Allen: Thank you De. A couple quick updates. Open meeting law training has been scheduled for June 7th at 10 am. I sent the chairs and the vice chairs an invite for the training. It's open for to everybody. So if you, any other committee member interested, please let myself or Michelle know and I will send the invite out to you. Just want to make sure. Yes.

Diedra Freedman: Can you Larry, with this committee, can you just go ahead and send the invite, if you don't mind.

Lawrence Allen: I will. Not a problem. Training will be about 90 minutes with the Q&A afterwards. It's done by the Ombudsman's office and Danny does a really good job. So it's, it's worth your time just to sit in on the, on the training. Once again.

Diedra Freedman: And will it be available if, if people can't make it? Will it? Will it be recorded and available, Larry?

Lawrence Allen: I need to talk to him about that, I would assume it would be available via recording. I'm not sure, this is my first time working with the Ombudsman's office,...



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Lawrence Allen: in regards to the videoing of a training that he's putting on, but I will certainly ask an advise, and let the group know. I don't have a problem doing it, but I just need to get his permission.

Diedra Freedman: Can you? Yeah. Can you ask him if we can actually put it on the website under resources for members? And prospective members.

Lawrence Allen: Yes, I will. Yep, I'll be happy to do so. That's the really the only update I have and I would be happy to send that. The Conflict of Interest Disclosure Statement to the group, I have a list of people who submitted it to me. Yes, ma'am.

Diedra Freedman: Lazy people like me, Larry.

Diedra Freedman: I appreciate it.

Lawrence Allen: That. Yeah, I'd be happy to do that. So don't worry about doing that, Michelle. I'll take care of that for you. Just, I'll get that out in the morning for the group. If you have any questions or concerns, please let me know. And like I stated last time, I'll be happy and work here back up. I'm working on it, on a way to make it a little easier for the groups to be docuSign in the future. So what so you don't have to print it and scan it back and all that so. So I'll let the computers do the work going forward for us. And That is really the only update,...

01:05:00

Lawrence Allen: is there any other questions for me? Or concerns.

Diedra Freedman: Yeah, I. I do have a question, Larry. Your, has your boss been confirmed yet? By the Senate.

Lawrence Allen: no, I don't think she has

Diedra Freedman: All right. I'm just curious. So, as long as she's,...

Lawrence Allen: Yeah.

Diedra Freedman: Not rejected, she can stay for a year, as my understanding, right?

Lawrence Allen: I believe so.

Diedra Freedman: Okay.

Updates from Integrated Health Plans

Diedra Freedman: All right. Um, updates from the integrated health plans. Dawn, do you have an update for us? You were the first one on the phone.

Dawn McReynolds UHC OIFA: Hi De. No, I do not have an update this evening. [Thank you.](#)



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Diedra Freedman: Summer. Do you have an update for us?

Summer Kamal- Mercy Care: Hi De. I don't have an update tonight but I did see you earlier this morning at the AZA United grand opening in West Valley. *(Summer provided an update later in the meeting, ref. bottom of pg. 24 - pg. 26, which she states she had forgotten about)*

Diedra Freedman: Yeah, I had a client. Um, I just want to say for the record, I was a little disappointed. AZA United provides bilingual services. And here they were in Avondale. Which is known as a Latino strong spot in the West Valley and they never mentioned it. In especially the neighborhood that their new facility is located in. That part of town is very proud in Latino. And they didn't make it clear that for the past 17 years, they have been providing services to individuals in the West Valley, including my son Andy, which they did not need to mention Andy, but that's why I know. He was one of the original kids 17 years ago. So, it would have been nice to, to have them say We've been providing services to West Valley individuals for the past 17 years. But we're proud now that we can provide services to so many more because we're opening this new wonderful facility here in the West Valley. So, but it's a great facility, it's a great organization and we welcome them to DDD District West new facility and look forward to all of the new members that they're going to. So, anybody else have anything? Um, before we adjourn. I know I sent out a couple of emails and I attended the Crystal, and I attended the DDD or yeah, the DDD volunteer appreciation luncheon. To tell you the truth. Crystal wanted to go. And so, I thought it was my obligation to go. Those of you who know me, know that those things aren't my thing. But if any of you asked me, I will always, if I'm available, attend those events with you because I think as the chair in the one who most likely recruited you, it's my obligation. It was a very nice luncheon. I understand that the awards were secret because they wanted the big unveiling. But, Not knowing that our very own Pat Thundercloud was getting a lifetime achievement award, um, was a smidge disappointing. I don't know if Pat knew that she was getting the award. But congratulations, Pat. It's quite an achievement. You've been a volunteer since 1980. 43 years. That's a long time. So, Hats...

Pat Thundercloud +1 623-*-***37:** I, Well,...

Diedra Freedman: Thank you very much.

Path Thundercloud +1 623-*-***37:** Thank you. I had one. My nephew who lives with us had covid. And since I was a house contact with him. I decided I better not go. And then the next day I I developed covid.

01:10:00

Diedra Freedman: ah, oh, Ah, you're doing better?

Pat Thundercloud +1 623-*-***37:** so, Yeah, I'm better. Yeah.

Diedra Freedman: Well, just so that you guys know. Now, that Our house is almost painted. In the fall, we will be inviting people over to enjoy our backyard and you guys will be on the invite list, but it will not be an official DDD IOC event because I'm not inviting the public to my house. It's just a party at my house. but, I appreciate everything each and every one of you do every day. I know what it takes for somebody like Bernadine Henderson to attend the statewide meeting and to read those behavior reports into attend these...



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Diedra Freedman: meetings, So, you know, when she says, I had to leave the meeting, I'm grateful for the time that she was able to attend the meeting. I am never ever ever. And if I do, please call me on it. I don't expect, I know you are all extremely busy people. You are all here for a reason. You're extremely talented. so, I will take whatever you can give us. You're a volunteer, you're underpaid, you're underappreciated. You all do an amazing job and I don't ever want any of you to feel guilty because you have something else going on. Or you just need a minute to yourself. So, I appreciate every single one of you. And like I said, the Freedman hospitality will be extended to all of you in fall. So, um, We don't have any discussion, review and possible action on committee membership, right? Michelle.

Discussion, Review, and Possible Action on Committee Membership

Michelle Rademacher: Not at this time.

Diedra Freedman: So, I will tell you at the volunteer luncheon, Liz Perez told us her plan for recruitment. And it's to have each of us do what we're already doing, which is to ask people. But, we've asked for a formal plan, a couple of times from Liz, and that's as much of a plan as we've gotten. So we'll leave that alone and we'll just keep going on with eight members. Believe it or not, we're tied with District Central for the number of members for the IOC and they're expecting to lose a couple. So it's still my goal when I retire in the next four to six years. To leave a full contingent of 15 people on the DDD West IOC. So please keep asking your friends and family. I appreciate it.

Discussion and Review of Incident Reports and Behavior Plans

Diedra Freedman: Any discussion and review of incident reports and behavior plans? Diane, you got. We got an email back from Michelle. Do you have any questions about what she sent back? Because, we'll,

Diane Concolino: I couldn't, I couldn't get access to it. I said she sent me something. I don't know what she said, so I wasn't able to look at it. Yeah, could you resend it?

Diedra Freedman: Can you resend it, Michelle?

Michelle Rademacher: Sure, I'll resend it. Was it protected? Is that why you couldn't get in it?

Diane Concolino: It just said, Michelle made a comment, where you something about it being resolved and that's all I saw and I was like, Okay I don't know what she's talking about so Yeah.

Michelle Rademacher: Huh, okay. I'll resend that email to you.

Diane Concolino: It could be me, maybe it's the system. I'm, you know, I, I do fairly okay with it, but, so,



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Michelle Rademacher: No, what, what De is speaking of is, is I sent the whole committee a copy of the spreadsheet that has the IR number, the IOC Comment or question and then the DDD response. So, you have those available.

Diane Concolino: Okay, I didn't get that. It was an email. No I didn't. I got into something. You made the comment and I saw within the system. That's all I saw.

Michelle Rademacher: Okay. No, that was, that must have been an error on my part. I apologize.

Diane Concolino: All right, okay, no problem.

Diedra Freedman: You know what Michelle, you're entitled to make errors like the rest of us. You're doing a great job. so,

01:15:00

Diane Concolino: Appreciate it.

Michelle Rademacher: Thank you.

Diane Concolino: Thank you. Thanks for asking.

Diedra Freedman: Um, anybody else? And Crystal, I don't know if you heard the conversation earlier but Michelle's going to get you hooked up with PRC. She's going to talk to Amy Rose for me. And follow through. So um, Is there anything else that we need to talk about? I want to remind you, we usually take the months of June and July off. If everybody wants to meet in June and July, we can meet in June and July. Our next meeting is the Fourth Tuesday of May. Do you have the date in front of you, Michelle.

Michelle Rademacher: Yes Tuesday, May 23rd.

Diedra Freedman: so, It's before Memorial Day. If anybody. Has anything else? As long as we have a quorum, we'll have a meeting and then at that time we'll talk about what we're going to do for June and July. I know our members in the past have been busy for the summer. And we usually take those two months off, but it's up to you guys, because like I said, it's your meeting. It's not the De Freedman show. So let me know. Anything else that I didn't cover Michelle?

Michelle Rademacher: No, it looks like you've gone through the whole agenda. I, we did a, just excuse me. The committee had a discussion earlier on behavior plans and it doesn't sound like anybody has anything. to discuss on incident reports so you reviewed it all.

Diedra Freedman: Okay. It is 6:50. Does anybody else have any comments?

Summer Kamal- Mercy Care: Hi De, it's Summer from Mercy Care. I just remembered in regards to the question last month from Cynthia, with PCH. I just wanted to confirm that PCH does take Medicare. And so we did outreach.



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Diedra Freedman: oh, really

Summer Kamal- Mercy Care: Yes. So we did outreach PCH to provide some information in case that was misinformed to someone else.

Diedra Freedman: That's, That's interesting Summer. I'll send you a email regarding what they don't take. Oh yeah.

Summer Kamal- Mercy Care: Okay, thank you.

Diedra Freedman: Those of you who know me know that I'm not a fan of PCH. But anyway, do you know Summer if they're. You don't know what their Registered Medicare provider number is, do you?

Summer Kamal- Mercy Care: That's a great pop quiz question. No, I don't.

Diedra Freedman: But we should be able to look it up, right?

Summer Kamal- Mercy Care: Yeah, I believe so.

Diedra Freedman: Okay. Just for the record, the reason that Cynthia asked you, is because, according to Cynthia, whoever she spoke with at PCH. And she spoke with at United Healthcare. It was United healthcare's understanding that they're not Medicare registered providers. So, just so that everybody understands the importance of this. It's significant for any DDD member over the age of 18. And especially those who are complex. As parents get older and parents themselves qualify for Medicare, their children who have disabilities including their adult children, end up qualifying for Medicare two years after they qualify for SSDI when the parents retire. But we're also asking everybody to be employed in competitive, meaningful employment, which means that they're earning real wages rather than subminimum wages. And when they get in enough quarters they get in their 10 quarters but they're disabled. They qualify for SSDI. And 24 months after they qualify for SSDI, they qualify for Medicare. So, we're talking about Phoenix Children's Hospital. They're the ones with the Down Syndrome clinic that, we're told, covers individuals from cradle to grave and then, there are some other...

01:20:00

Diedra Freedman: Specialties they've been talking about. Opening adult clinics and they've been still providing services for individuals who are in a gray area but have high needs. But when those individuals are dual eligible for Medicare and Medicaid, it's questionable whether or not PCH will treat them, including, a DDD member who was supposed to have open heart surgery today, is over the age of 18 and yesterday their mother got a call from the surgeon saying that PCH canceled the surgery because...



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, April 25, 2023 – 5:30 PM to 7:30 PM**

Diedra Freedman: The individual is over the age of 18 and so they're no longer providing care. So, I advise the mother to file Equality of Care Complaint grievance with DDD, AHCCCS, and the applicable DDD ALTCS health plan. So hopefully the parent will follow through and hopefully DDD, AHCCCS and the applicable health plan, considering that 50% of DDD's income, according to a February 6th article in Azcentral, comes from AHCCCS and its MCO's. Hopefully they'll use the power of that influence to get it straightened out so that this doesn't happen to another DDD member. But I live in a dream world. so,

Diane Concolino: Wow.

Diedra Freedman: Keep fighting that fight and tiltin' that those windmills, right? Brad.

Brad Doyle: Yes, I would agree.

Diedra Freedman: So, we're very. We're a very idealistic, IOC. So I think we think we all live in La Mancha but anyway, with that, it is 6:55. We're gonna adjourn and we will see you Next month.

Michelle Rademacher: If we motion to adjourn,...

Diedra Freedman: Oh, I need a motion to adjourn.

Michelle Rademacher: I'm so sorry. Yeah. Sorry.

Diedra Freedman: you want to give you a motion Brad or Bern Or Crystal.

Brad Doyle: I Motion to adjourn.

Diedra Freedman: Can I get a second?

Crystal Fox: Second. I second.

Bernadine Henderson: I'll second.

Diedra Freedman: Now, do I literally have to pull every one of them? I don't, Larry?

Lawrence Allen: I don't think it's necessary for the

Diedra Freedman: okay, all in favor say aye

Speaking all at one time, the committee members verbalized: aye

Diedra Freedman: All against say nay.

(No one verbalized nay)

De Freedman: It's unanimous, Larry. We were all ready to adjourn. So, I will see you all next month and thanks for your Indulgence when I get on my high horse and start tilting at windmills. Have a good night.



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Diane Concolino: Night.

Lawrence Allen: Enjoy your evening.

Diane Kress: Have a good evening.

Meeting ended after 01:23:59 🙌

For all of **March 2023** IRs, the Committee members have been given a total of **866** incident reports in the Shared Drive. This included **102** open and **764** for closed reports.

Type	Open	Closed
Accidental Injury	4	110
Consumer missing	7	6
Deaths	6	11
Emergency Measures	1	8
Human Rights	11	9
Legal	5	5
Medication Errors	6	78
Neglect	32	61
Other Abuse	3	5
Other Behavior	2	306
Other Injury Unknown	9	151
Physical Abuse	16	14
Property Damage	0	0
Suicide	0	0
TOTALS	102	764

The IRs will be reviewed by the committee members.

Number of Questions for Quality Improvement Manager, QIM: **0**

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

All PRC meetings are being attended by None. Number of Behavior Plans turned in by IOC Members: unknown

The Program Review Committee (PRC): None.
