



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, April 12th, 2023 – 5:00 PM to 7:00 PM**

Call to Order

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

Meeting called to order by Committee Vice-Chair, **Sarah McGovern**. The date was April 12th, 2023, at 5:02 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

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

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Sarah McGovern (Vice-chair)**
- **Kin Counts**
- **Rebekah Gigliotti**
- **Teresa Brooks**

Absent:

- **Aimee Griffith-Johnson**
- **Elizabeth (Beth) Bird**
- **Yolanda Huynh**
- **Tonia Schultz (non-voting member)**

Public in Attendance:**None**

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

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

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

DDD staff and guests: **Trudy O'Connor** (District East Quality manager), **Jeffrey Yamamoto** (IOC Liaison), **Leah Gibbs** (DDD Bureau Chief), **James Maio** (District Central Quality manager) **Michelle Rademacher** (IOC Liaison) **Berenice Curro Sanchez** (DDD DE PRC Chair)

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



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

DDD District East IOC-Conference Call line (2023-04-12 17:02 GMT-7) - Transcript

Attendees

+1 480-***-**17, Berenice Curro Sanchez, Dawn McReynolds UHC OIFA, Fredreka Graham, James Maio, Jeffrey Yamamoto, Jeffrey Yamamoto's Presentation, Kin Counts, Lawrence Allen, Leah Gibbs, Michelle Rademacher, Rebekah Gigliotti, Sarah McGovern, Suzie Hessman, Teresa Brooks, Trudy O'Connor

Transcript

Call to Order

Sarah McGovern: DDD District East Independent Oversight Committee is now called to order. The date is April 12th, 2023. And the time is 5:02 pm. And do we have anyone that has to disclose a conflict of interest? If there is the committee member needs to disclose why?

Sarah McGovern: Okay. So, Jeffrey, do I go to the call to the public or no?

Jeffrey Yamamoto: If you would go ahead and go to the introductions and welcome.

Welcome and Introductions

Sarah McGovern: Welcome and interaction. Okay, so I'll go first, Sarah McGovern, Vice-chair, IOC East.

Suzie Hessman: Suzie Hessman, Chair.

Kin Counts: Kin Counts, committee member

Jeffrey Yamamoto: Rebekah.

Rebekah Gigliotti: My name is Rebekah Gigliotti. I'm a committee member.

Jeffrey Yamamoto: Teresa.



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Teresa Brooks: Good evening, Teresa Brooks Committee member.

Jeffrey Yamamoto: Sarah that takes care of all your committee members. Would you like me to do the introductions for guests then staff?

Sarah McGovern: Yes, please since you know, all of them.

Jeffrey Yamamoto: All right. Larry.

Lawrence Allen: Larry Allen with ADOA.

Jeffrey Yamamoto: Thank you. Leah.

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

Jeffrey Yamamoto: Thank you. Michelle.

Michelle Rademacher: Hi, I'm Michelle Rademacher DDD Independent Oversight Committee liaison for District. South District North and District West.

Jeffrey Yamamoto: And I will take this opportunity to introduce myself. I'm Jeffrey Yamamoto. I'm the DDD IOC liaison for District East and for District Central, Trudy.

Trudy O'Connor introduced herself as the District East Quality Manager

Jeffrey Yamamoto: Thank you, James.

James Maio: James Maio, QA Manager for District Central?

Jeffrey Yamamoto: Thank you, Berenice.

Berenice Curro Sanchez: Good afternoon. My name is Berenice. I am the PRC chair for District East.

Jeffrey Yamamoto: Thank you for joining us.

Jeffrey Yamamoto: Did I miss any DDD staff members?

Jeffrey Yamamoto: All right, Fredreaka.

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

Jeffrey Yamamoto: Thank you. Dawn.

Dawn McReynolds UHC OIFA: Hi everybody. This is Dawn McReynolds, United Health Care.



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Jeffrey Yamamoto: Thank you, Dawn. Vera.

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

Jeffrey Yamamoto: Thank you. Is there anybody on the call or at this meeting that I did not announce?

Jeffrey Yamamoto: Okay, Sarah.

Call to the Public

Sarah McGovern: Okay, so then we go to the call to the public. So, 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. Do we have any members of the public with us this evening?

Sarah McGovern: okay, I guess we do not Suzanne. So, Jeffrey. We moved to policy And/or legislative issues.

Policies and Legislative Issues

Sarah McGovern: And I believe that would be Suzanne, correct?

Suzie Hessman: I don't have anything to update right now.

Sarah McGovern: Okay.

Suzie Hessman: You can ask Leah if she's got anything to highlight for us.

Sarah McGovern: Okay, Leah. Anything special we should know tonight?

Leah Gibbs: You know, the legislative session is not over. There's a lot of activity and there are a lot of different pieces of legislation that will in fact impact our program. But we don't know what the outcome will be until the governor makes the final decision. But a couple of things that are being discussed is potentially adding another qualifying diagnosis for eligibility for DDD to include Prater Willie syndrome as a separate diagnosis. Just like the last session, They added Down syndrome as a qualifying diagnosis and the other that is being discussed is potentially spina bifida to become a qualifying diagnosis. However, none of us know what the outcome is going to be for those.

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Sarah McGovern: Okay, thank you, Leah. all right, so How did somebody have something to say?



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Sarah McGovern: Okay, so Jeffrey. We're going to discussion on warm lines and crisis lines.

Discussion on Warm Lines and Crisis Lines

Jeffrey Yamamoto: so, Suzanne had asked about that. Um, Suzie, I did. Bring up some information. On where you can find some of that information off of the DDD website.

Suzie Hessman: yes, I got that email. It came up when I was reading some of those emergency measures IRs, I was trying to get us caught up because there were so many and that's when it came to my attention. And I thought I wasn't aware, there was a "warm line". I thought that that is an important thing for members to know. Family members also to know, so that it's not always calling for the police or crisis. If it could be handled with someone speaking to a trained peer and help talk them down and I wasn't sure how aware providers are as well, because so many of the IRs that I was reading, you know, went to police calls and things of that nature.

Jeffrey Yamamoto: So, if you would like, I could take the opportunity now to go over a couple of things on the DDD website to where you can look at the emailed OIFA newsletter that goes out every month. This is where that attachment for the warm lines in the crisis lines is at. So that Everybody who receives that email also has the opportunity to have that information.

Suzie Hessman: Thank you.

Jeffrey Yamamoto: Leah.

Leah Gibbs: I want to thank you for bringing it up, Suzie, you know? We work really hard to try to get information out to members and families. And as Jeffrey shared, we do put it in our electronic newsletter. We also put that information in what we call the "Shout", which is our newsletter that goes out to our qualified vendor network. We just did our last public town hall and had separate information regarding behavioral health, crisis lines, and warm lines. And I would just be open to you that if you have recommendations on other ways, we can try to get that information out. We would love to hear your thoughts, but we recognize there's a huge need for people to know what's available.

Suzie Hessman: Well, Leah, to be honest with you as a parent sometimes it just gets overwhelming. And so, you miss Emails or newsletters that get sent out. And, you know, I have a hundred emails in my inbox that day, and just delete, delete, delete. So,

Leah Gibbs: I'm a parent too. I get it but we continue to make it put it month after month. After a month, in hopes it will sink in at some point for folks when they need it. But we appreciate the feedback.

Suzie Hessman: Absolutely. Thank you. And thanks for sharing that because I was very intrigued and thought it is a good resource.



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Jeffrey Yamamoto: So, for those of you that are not familiar with it, Here is the part of the DDD website. From the DES website. So let me back up, just one. And if you go to the DES website, you're going to go to services. Click over to Developmental Disabilities. You will bring up this page here.

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Jeffrey Yamamoto: Under the left side, you go to “family and members”. This will allow you to look at some quick links that you can find for the Office of Individual Family Affairs, OIFA to which Leah and myself, and Michelle all belong. You will keep scrolling down. You will find “member newsletters”. In the “member newsletter”, you will find the Quarterly Newsletter, which comes out from DDD, you will also find the monthly member emails. If you click on that link you will come to this page here, which is the OIFA Member Update newsletter. Yes, Teresa.

Teresa Brooks: Oh, sorry about that. Um, so Suzie's mentioned that You know, in reading the IRs maybe some people may not know about it. Leah just for your information. As a parent, I have seen this Blasted over and over. So, thank you for that. And then so what is being done? Would this be appropriate for a group home to use?

Leah Gibbs: Absolutely.

Teresa Brooks: So, other than giving them that information, is there anything else that is being done to push to group homes maybe to make them more aware that this may be a better option in some situations?

Leah Gibbs: You know, as I mentioned, we do it through the newsletters. But what I can do is our network staff within the division, do their provider meetings on a quarterly basis and I could ask them to make sure that they add it to the agenda for the next Provider Quarterly meeting around group home services.

Teresa Brooks: Okay. Yeah, they may not understand it fully or they, you know, might just be stuck in their old habits. Thank you.

Leah Gibbs: Sure. I understand that. Thank you. Yeah.

Jeffrey Yamamoto: Suzanne.

Suzie Hessman: I was just, you know, I was just going to suggest that also support coordinators mention it out to their Quarterly meetings to whether it's group home staff that are at the meeting or family members or actually members themselves having a phone number You know. Blasted on the wall of the house that they live in that they can look at and call when they're feeling stressed. Is very beneficial.

Leah Gibbs: Thank you. I agree. Thank you.



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Jeffrey Yamamoto: Teresa.

Teresa Brooks: It's a good idea for a fridge magnet. Just saying.

Leah Gibbs: That's an awful big fridge magnet, Teresa.

Jeffrey Yamamoto: So partly way down onto the page of any of the newsletters that are electronically sent, you will find the section here where it says "Arizona Warm lines, trained peer, support specialists are available to provide support. If you need it, These warm lines are available to all Arizonans, age 18, and over peer support specialists. Have lived experience. They have been through tough times, and they're trained to listen and support callers". So, there are a couple note lines here, there is for all Arizona counties. One of the 1-88 number. That is the provider Nazcare. That will be taking those lines or those phones, they do have hours. Central Arizona is the Crisis Response Network with a 602 number. There's a one for southern Arizona. Pima County specifically. And in another one for all other counties in southern Arizona,

Jeffrey Yamamoto: Trudy.

Trudy O'Connor: I was just wondering if you would put a link in the chat.

Jeffrey Yamamoto: Sure, I could do that.

Jeffrey Yamamoto: Kin.

Kin Counts: Yes, good evening. This is Kin. So, I was just wondering when I looked at this. This Resource, I think it's really, really helpful. I was just thinking if before members,

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Kin Counts: The need to call, is there something that we can provide them to call to talk to, for example, like pick the Pick. I don't know how you pronounce the pyx health she'd presented before. It's a very good app. You know, your member can call or text you know and talk to them as a friend. So, I think this would be helped kind of helpful in a way before. We wanted to reach, you know, Crisis. Like something, you know? Make it for them to turn to before, you know. Basically, I mean most of the time What the members need is someone to listen. To talk to and eliminate a lot of issues from, you know, from what I how I feel. And if we could do that then you know it may help. Our members. Just a suggestion.

Jeffrey Yamamoto: So, Kin that's exactly what this "warm line" is, it's designated so that people can call without being in total crisis. That they can get support from their peers and people who have are going through the same things that they may have been going through. There's also a family there's also a family involvement center offers a warm line too, which is right underneath. In that offers support to family members, that deal with behavioral health challenges. They have a statewide phone number. and some hours also listed, this is all before crisis. And I think that's what Teresa was. Mentioning crisis services needs to be called out. So, before police and PD gets



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called crisis service can also be called also. These are all available as I said on each of the newsletters that are sent out monthly and it is on the website to.

Jeffrey Yamamoto: So, do I have any questions about the “warm lines” or crisis, that either myself or I'm going to throw Leah out there so that either one of us can answer for you guys?

Leah Gibbs: And Jeffrey, my peers here at United Healthcare and Mercy Care might also have additional information.

Dawn McReynolds UHC OIFA: Thanks, Leah. This is Dawn and I'll pause, Vera if you want to go first or not.

Dawn McReynolds UHC OIFA: No. Okay. Yeah. Thank you, Leah. I mean I think the warm lines are manned all the time and anyone who is in need prior to a crisis can call as had been said. But one of the things that I want to just to add is that these “warm lines” have really been developed over the last 10, 15 years throughout Arizona. And they've really refined those processes to really support people from all walks of life. So, it is vital. It's a vital service and the family involvement center. Those individuals are considered a family-run organization and I'm not sure how much all of you are aware of that. I know Leah has been doing a lot of work with promoting our family and peer runs in this realm, but they support families. All the way from schools, and doctors' appointments to, you know, other types of support. So, I guess if I were to say anything, I would say that you know, our families and individuals who need these supports are in good hands. Thanks, Leah.

Suzie Hessman: Hey Dawn, this is Suzie. Can you expand on that more as exactly what kind of? When you say to doctor's appointments, what does that look like?

Dawn McReynolds UHC OIFA: Sure. Yeah. So, the family involvement center has what they call family partners which are really credentialed family supports who go through specific training to equip them to support families with schools. A lot of our children who have unique and special challenges navigate that IEP process and most often we find that parents feel unsupported or unheard. And those credentialed family individuals can go to schools and help advocate on behalf of the family to ensure that the family's voices are heard. And in doctors' appointments, oftentimes, Sometimes we find that parents are sometimes overwhelmed with all of the processes and that family support person, not only can support that family member, but they can also take notes, they help advocate for the child, in some cases, the member.

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Dawn McReynolds UHC OIFA: The family members. So, they're really that conduit to ensure that communication is clear and that the family feels supported during those times.

Suzie Hessman: That's a wonderful resource. I never knew it existed.



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Sarah McGovern: Me neither.

Dawn McReynolds UHC OIFA: Well, Leah, you know, she's done an amazing job with town halls, everything from town halls to the Advocate meeting, and, and so forth. She's brought this forward. So, I'm glad that we're able to bring it to the IOC and together between Mercy Care, United, and Leah herself. We can certainly, you know, support all of your knowledge. If there's any more information you need

Suzie Hessman: Thank you very much. I, I'm gonna reiterate again that Honestly, I don't go to town Hall meetings. I don't read the newsletters as often as I should. And so, getting that information from my support coordinator is actually my first line of Information. Because, you know, at least you're required to speak with them every 90 days.

Jeffrey Yamamoto: Sarah, you had your hand up.

Sarah McGovern: I had one. Yep, I had one quick question, and this was about that, are those services in Spanish as well as English?

Leah Gibbs: There is the staff who are bilingual, but they may have to ask when they make that initial call.

Sarah McGovern: Okay. Super.

Sarah McGovern: All right, was there any more discussion around the warm lines and crisis lines for anybody?

Sarah McGovern: Okay, well Jeffrey I guess we're moving to the DDD staff updates.

DDD Staff Updates

Jeffrey Yamamoto: All right, let's go ahead and start with the Berenice.

Berenice Curro Sanchez: Hi, good afternoon. We don't have that many updates just still requesting IOC support. We do not have anybody currently reviewing our plans. so, I'm not sure if we had any members from IOC That are new, that would like to support us.

Sarah McGovern: What days of the week again, are your PRC meetings?

Berenice Curro Sanchez: We're holding PRC meetings, Tuesdays, and Thursdays from 8:45 to noon. However, we have discussed that the plans are available in the IOC folder. And we could have somebody, potentially just reading the plans and adding their dispositions to that folder.

Rebekah Gigliotti: So, it would it be every like Tuesday, one Thursday, or would it be once a month?



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Berenice Curro Sanchez: Oh, it's every Tuesday and Thursday. It's every week and you don't have to participate in the meetings. What we have been doing is we're adding right now. We're booked all the way till June. So, we have redacted, the months that are ahead of us, and the plans are available, redacted in the folder for IOC. So, we were hoping. If anybody can support us in reading the plans for the weeks right now. We have, I think it was last month since kin, Resign from her position. So, we will have to have somebody helping us review the month before and then the current behavior plans So, you could do it at any time, it would just be a matter of reviewing them and issuing that this position uploading it to the file or sending it over to us so that we can share with the teams.

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Rebekah Gigliotti: Okay, so then it's kind of like reading an ISP and like making suggestions that sort of thing.

Berenice Curro Sanchez: Just checking if there are any violations, rights violations, correct and I can go ahead and work with you. If you would like to, we can schedule a meeting, and that way we can go over that task.

Rebekah Gigliotti: Yes, because of my background. I'm a sister to someone with autism who's waiting to get on DDD. But I'm also a nurse And I work in Med search. I don't work in DDD or long-term care, but that's something I would be interested in doing. I would just kind of want more information on it that way. I'm making sure that I'm doing it correctly and timely.

Berenice Curro Sanchez: Absolutely. And I can put my information in the chat. If you would like us to go ahead and schedule something, please send me just an email right now. My jabber has been not working, so I'm not sure why. If you would like to just send me an email, I can contact you and schedule something.

Rebekah Gigliotti: Okay, yeah, that's cool.

Berenice Curro Sanchez: Thank you. Rebekah thanks, everybody.

Sarah McGovern: And Jeffrey, who's next?

Jeffrey Yamamoto: Let's go ahead and go to Trudy.

Trudy O'Connor: Hi. So right now, in Quality District East, we've got five, vacancies. And we've got two that are just about ready to onboard. We're filling in pretty quickly, but it's caused us to have some delays in getting to your questions. So, I just wanted to let you know what was going on with that. We'll get through them as soon as we can. Um, and I was gonna mention also that you may have noticed, some of the IRs that you've been reviewing our more redacted than before because we've had a change in the process. And that's just because we're including names in our Inner entries, So you probably noticed a little bit more redacting than in the past.



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Jeffrey Yamamoto: And if you have anything else, Trudy?

Trudy O'Connor: I'm sorry. No, thank you.

Jeffrey Yamamoto: Is give this opportunity to James. That you have anything that you wanted to comment on?

James Maio: You know, not at this time.

Jeffrey Yamamoto: Thank you, James.

Jeffrey Yamamoto: All right, I guess that brings us to Leah.

Leah Gibbs: Thanks. Hi everyone. So, I think that a lot of things you're pretty current on from last month and the updates that I gave, but just a few reminders on some things effective, April 1st We've implemented in-person meetings. And what that means is that we are having the member and the support coordinator meeting in person, with other team members who support that member there are some options for participating virtually, but we need our support coordinators to have eyes on members or some people. It's been a very long time. If there are family members who are concerned about the safety of their member, all they have to do is ask and our support coordinators will be happy to mask. They'll be happy to do protective equipment. We can also make arrangements that if the families are more comfortable, we can have the meeting out on a patio. It's that time of year when the weather's getting better. So, there are options around that, but we are reimplementing that every day in person meetings as of the first of April. I also want to remind folks that we continue to hear that the public health emergencies for Covid-19 are still scheduled to end on. May the 11th The Impact for Us When it comes to the flexibilities, we've been communicating a lot, but members' family members that are serving as paid providers for their minor children will continue to be available. And it will be available under the current practice of how those services are assessed and how they're implemented and based on the hours of assess need AHCCCS just notified us that will go through November of this year. and then, they'll be communicating out whether or not Any changes around that service might occur, it will continue to be under ARPA funding through September of 2024.

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Leah Gibbs: Our service around home-delivered meals, will continue. It's not something that a lot of our members need. It's a service that will stay available. It's available to provide a DDD member who does not have access to groceries or is able to take care of those things for one meal a day. They're delivered frozen. Then the member would reheat and be able to have that meal but that is also going to continue as a service that will be available. The virtual use of teletherapy for telemedicine will continue throughout the state. It has worked out to be a beautiful thing for so many members and families. We are still waiting for final decisions because we're not quite there yet about whether or not the habilitation component of the job coaching service for members whether or not if it can continue virtually, we don't have an answer yet. We also do not have the



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answer if music therapy can continue as a virtual service beyond the end of the public health emergency, but once access is able to get those decisions through the Centers for Medicare and Medicaid Services. We will communicate that information as well. I think I mentioned to you that the division is going to be supporting our first Self-care for Caregivers conference. That is scheduled for the 25th of April. We started marketing that conference and within three weeks, we had over 300, people registered to attend. We actually have hit our registration maximum for it, and we're maintaining a waitlist. So, if people do determine, they're unable to attend. We can allow people from the waitlist to come, but we're really excited about it. And we're anxious to see how it all goes since. It's my first conference that I've had to try to coordinate. But already our assistant director is saying to me, Leah. We got to do a bigger next year because we there seems to be an overwhelming response from the DDD community. So, we're really excited to roll that out. We're doing it in partnership. With our United Healthcare Community plan as well as Mercy Care Plan, Raising Special Kids the Universities for Excellence in Northern Arizona and Southern Arizona as well as Disability Services and we're just looking forward to the event. I also want to have you aware that I know you can't always attend our public town hall events and I get that but to make you aware, DDD has contracted services with two agencies, one is Ability 360 and the other is called Direct Advocacy and Resource Center and it is a free service for DDD members who are 16 years of age or older that the individual would like to get additional support in training around how to self-advocate and how to live a self-determined life. The program is called "This Is My Life". And it is free for our members. They do not have to be DDD long-term care to qualify. They just need to be DDD-eligible. So, we've got where we post our town hall slides, on our web page and I'll put the link in the chat. There's information there that, if you're aware of someone who might benefit from that, to please help. Get them. Get the word out. I don't really have other announcements unless folks have questions for me.

Leah Gibbs: Thank you.

Sarah McGovern: Thank you, Leah.

Suzie Hessman: Thanks Leah, that was really beneficial information. And I do have one question the. Is it a one-day event?

Leah Gibbs: It is a one-day event, and I don't want to make people jealous now if they miss the opportunity to register, but we have a keynote speaker who runs an agency called Care for Caregivers and she will help kick us off in the morning. And then we're having three different groups of breakout sessions with six options. In each breakout, we have people coming in our psychologists, who's on staff as a DDD employee, it's gonna talk about burnout and caregivers and strategies, and we have other professionals who are going to talk about self-care. We are doing some yoga and some movement classes. Some art classes, where we have somebody from Celebrity Cruises. He's gonna come in and talk about self-care while at sea, there's just a whole different variety and we have over 35.

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Leah Gibbs: Exhibitors that are bringing in resources for families. We have an attorney who's going to be available to talk about guardianships and alternatives to guardianship. We've kind of have a big variety of different speakers and every one of these people volunteered to do this for us, DDD doesn't have a budget that I can go out and buy folks like this, and everybody is doing it out of the kindness of their heart and it obviously it's being well received, and we're looking forward to growing it next year.

Suzie Hessman: That sounds incredible. If I may make a suggestion, I think it would be wonderful. If some of those sessions were able to be recorded so that they could then be shared with People who are so burned out, they don't have time to go.

Leah Gibbs: I get it, You know, I don't know that I can this year because we didn't when we told people we didn't say that, but I think you're absolutely right for the future. I think it's a great suggestion and I appreciate it very much, Sarah.

Sarah McGovern: I was just going to say I've gone to some conferences and done some stuff with the lady from Care for the Caregiver. And it is a great organization. They have a lot of supports out there, so that's awesome. Maybe you guys should consider doing this quarterly. Well, it's just really great to be around other people who get it. That's, you know, the bottom line. When you're feeling isolated.

Leah Gibbs: Absolutely. Absolutely. I agree. Sarah completely. You know, we've also created some networking activities, to try to get families to connect with others. So that maybe they can walk away with a new friend. You know, what, a tremendous resource, that could be. And the people who are doing our exhibitor tables are donating a gift that might be a gift card or a self-care item or a basket. And we're going to do drawings for the people to leave with those things. And it's all of these people who are just doing it because they're so dedicated to it. Yes. Rebekah

Rebekah Gigliotti: So, is there a flyer for this event? Because if I'm off of work, I'd like because I work three- twelves. If I don't work that day, I'd like to sign up or potentially send a flyer to my mother. And also, the Care for Caregivers organization. Do they have like a main website? Because I'm likely to burn out.

Leah Gibbs: They sure do. Yeah, I will be happy to put that in the link for you. I'll look it up and put it in the link for you and Rebekah. I'm sorry we had less than three weeks of sending out materials and we're already full I've already got 45 people on the waitlist.

Rebekah Gigliotti: No, that's perfectly okay. No. That's that perfect. Okay. I can research their website and kind of see what they have.

Leah Gibbs: Yeah, but I'll be happy to share that with you. You bet, thanks. Teresa.

Teresa Brooks: I'm also on with Care for the Caregivers, they send out a monthly newsletter and they're on Facebook. And on email with their stuff going on, Leah. I just want to say thank you for



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this. The thing you're putting together for caregivers and I'm so sorry that I won't be able to be there. I was really looking forward to it as well as the Volunteer Event that Liz Perez is putting on. So, I think these are great and I really hope that they continue. I guess I'll have to wait till next year.

Leah Gibbs: Well, I can tell you that our assistant director is really pumped and excited about it, so, yeah, it's a first for us to actually sponsor a conference so we'll see how it goes.

Teresa Brooks: Yeah, and if I hope everyone's going to the or both who can are going to the volunteer one as well because I couldn't go. I reached out to Liz who used to be my son's coordinator when he was You know, up to three years old. So, she shared with me the program and said not to share it with anyone. But I can tell you that, if it's not out publicly, it looks fantastic. So, Anyway.

Leah Gibbs: I am really excited. I get to kick it off. I'm excited to be there. Next year, hopefully. Thank you guys and I really appreciate the feedback about the conference. Thank you.

Jeffrey Yamamoto: I do believe that takes care of all the DDD staff updates.

00:40:00

ADOA Updates

Sarah McGovern: All right. Thank you, Jeffrey. So now we're gonna go to ADOA Liaison's updates. Larry. I think that's you.

Lawrence Allen: That is me, good evening. One, quick update for me, is the IOC disclosure statement that I sent out. I've received a few back still missing. About a half dozen. So, if you could get that back to me here in the next couple of weeks that we've been very much appreciated, If you need me to resend that form to you, please let me know and I'll be happy to do so. Other than that, I do not have any other updates for the group this evening. Any questions I could answer?

Sarah McGovern: Not for me if anybody on this call needs him to resend it just put your name or your email in the chat and he can Larry can get that out to you.

Lawrence Allen: Or you can send me an email directly either way. Thank you, Sarah.

Sarah McGovern: Okay, so I guess we're gonna move to health plan up liaison updates.

Health Plan Liaison Updates

Sarah McGovern: Jeffrey. Do we have Vera on?



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Jeffrey Yamamoto: Vera are you still on?

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

Dawn McReynolds UHC stated she had no updates either.

Sarah McGovern: All right. Thank you. So, then Jeffrey, we're going to DDD IOC Liaison updates.

DDD IOC Liaison updates.

Jeffrey Yamamoto: I do have a few updates for you guys one is a thought or something to do for the next meeting and that is Leah, had mentioned that the public health emergency is likely to expire in May, and I just needed to have you guys think about if you wanted to go to Face-to-face meetings at any point. After that time. You guys would need to motion and take a vote on that and then we would need to decide which building you guys would have to go to because the Mesa Building is no longer available. So, that's something for you guys to think about. there are two other IOCs that have committed to just Virtual sessions. Which is also fine. But I just needed to know if you guys wanted to meet face-to-face or in person at any point.

Jeffrey Yamamoto: All right, so I will put that down for your next meeting that's gonna be on May 10th and that will probably be the last meeting before the public health emergency expires. All right. The next.

Sarah McGovern: Suzie, question?

Suzie Hessman: I was just going to say My two cents is that we keep it virtual. I think that we've had a lot. Better participation and it's allowed us access to a lot more auxiliary DDD members as well as you know, the Healthcare plans and I think it's with the virtual translation, I think that's also very helpful so That's my two cents.

Jeffrey Yamamoto: Thank you, Suzie. the next update I have was over redactions, all of our redactions are up to date. You will be receiving the April up to the 9th here in a couple of days. So, we are not too far behind from the actual closure or opening of those incident reports to be into you guys for reviews. So that's a good thing. I remember the days when I would bring in a stack, that was about a foot high and divide that out between you guys and that was still a month behind. So now we're just about a week behind right now. The next thing I wanted to bring up was the Volunteer Appreciation Day which is on the 18th, Tuesday of next week. If you don't know, I will go ahead and just let me know. If he did not receive any information and I, myself, or Michelle, will resend that back to you. All right. and the last thing I needed to bring up was the Statewide Meeting Quarterly Chairs meeting. I know, Sarah, you're not going to be able to attend But that is on the 19th, which is Wednesday a week from today, from 10 o'clock, am until noon. The final agenda is going to be...

00:45:00



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Jeffrey Yamamoto: Settled. Tomorrow, I will be sending that out to you guys. For the chairs and vice chairs within the next couple of days. Leah and Zane will get a copy before that. And I think, That is all I had to do. Trudy had already mentioned that she's going to catch up on some of the IR questions that have been submitted for you guys.

Jeffrey Yamamoto: And that's all I have Michelle. Did you have anything that I forgot?

Michelle Rademacher: No, I don't have anything additional to add. It looks like you covered it all. Thanks.

Jeffrey Yamamoto: Okay.

Sarah McGovern: Thank you, Jeffrey. So, we would move on to do we have any possible committee membership applications?

Discussion on Committee Membership

Jeffrey Yamamoto: Michelle, you may have to take that you had sent out some emails and I had not seen any responses yet. Have you received any responses?

Michelle Rademacher: And unfortunately, no, I attended the volunteerism fair that we had and there was a huge attendance from the public, we had some individuals that filled out cards, and contact information, and the volunteer coordinator and I reached out to those individuals. Um, but we didn't hear anything back from any of the ones that I was in communication with. I do know that if someone submits an application through the DES Volunteer website that application could take some time to be processed through the DES Coordinator. Volunteer coordinator. So, you know just crossing our fingers and hopes that you know any individuals that are interested, the word is out and they know how to find us

Jeffrey Yamamoto: Thank you, Michelle.

Sarah McGovern: Thank you. So, we're going to move on to discussion review of incident reports and behavior plans.

Discussion, and Review of Incident Reports and Behavior Plans.

Sarah McGovern: Do we have anything that we need to discuss there?

Suzie Hessman: Sarah, who is assigned to the emergency measures?

Sarah McGovern: And that would be Amy.

Suzie Hessman: Okay.



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Suzie Hessman: Because those were what I started working on because they were so far behind. you know, back to, I think October.

Sarah McGovern: Yeah, we have a few areas that are a bit behind. Rebekah, you have a question.

Rebekah Gigliotti: Yes, so are we supposed to read them and then discuss them here or are we supposed to comment on them? Because I read them, but I didn't like comment on anything. I just kind of pulled up the document and read them. February 21st through the 28th and like each section and that DE and DA section.

Sarah McGovern: You would go into the DE closed. Do you know how to highlight the incident report and then it will automatically put up a comment section where you can either put and see if you have "no comments" or you can make comments there. Do you know how to do that?

Rebekah Gigliotti: Um yeah, I did that last time but when I pulled them up in the one folder, I was only able to get the PDF version and it wouldn't let me do that this time. So, I was like Oh did I like not to go in the right folder I went through every folder, and I was like I think I'm in the right place, but I did read the ones from February 21st through the 28th. I just wasn't able to like comments on them, but I can go back and do that because I remember most of them.

00:50:00

Sarah McGovern: Okay. Jeffrey. Do know anything about if they came up as a PDF?

Jeffrey Yamamoto: The only way I can think of is that you hit download and you do not need to download them at all. All you need to do is click on the actual PDF, it'll come up with a black screen behind it Otherwise if you hit download and it changes it to a PDF. For you.

Rebekah Gigliotti: Okay, because I know last time, I looked at them, I was able to highlight and like, make comments and suggestions. And I'm like,...

Jeffrey Yamamoto: Yeah.

Rebekah Gigliotti: okay, this time I had a bit of a hard time with that but um, I can go back in and do that.

Jeffrey Yamamoto: If you need any assistance on that, just email me. And we can go over it together again.

Jeffrey Yamamoto: Teresa, you had a question?

Teresa Brooks: Yes. So, regarding Amy, I met with her a couple of weeks ago at a little event and she mentioned to me that she It's been a while since she had the training and wondered, if I would be willing to help her virtually to kind of figure it out. So, I will contact her as soon as this



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meeting's over and I'm happy to help her through that. I think she's just a little I'm sure of herself and what she's doing. So I'll reach out to her and we'll see if we can get her going again.

Sarah McGovern: Thank you Teresa, and if you need any extra support with that, send me an email and I can also call her. Maybe do a share screen. You know, a virtual phone call with her, if she needs it.

Teresa Brooks: Yeah, that's exactly what she was thinking of doing so, thank you, Sarah. I will if we can't figure it out, I'll let you know. Okay, thanks.

Sarah McGovern: Okay.

Jeffrey Yamamoto: I am always available in case you guys need me. A little bit more in-depth or anything along those lines. I am available also after hours. So, I'm available. If you guys need to have that after hours, too, okay?

Teresa Brooks: I'll let her know that as well. Thanks, Jeffrey.

Jeffrey Yamamoto: Not a problem.

Sarah McGovern: Okay, any other discussion around IRs?

Adjournment

Sarah McGovern: Okay, so we're going to go to adjournment and Jeffrey. I know on this one. I have to do a motion. Is that correct? Okay, so I would ask for a motion and somebody will motion to adjourn. That's correct.

Jeffrey Yamamoto: Correct.

Sarah McGovern: Okay, so do I have a motion to adjourn this evening's meeting?

Suzie Hessman: Sarah, I'll make a motion to adjourn the meeting.

Sarah McGovern: Okay, and your name is. Okay, do I have a second?

Suzie Hessman: Suzie.

Rebekah Gigliotti: I'll second that and my name is Rebekah.

Sarah McGovern: Okay.

Sarah McGovern: Are there any discussion? Do I ask if there any discussions Jeffrey?



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Jeffrey Yamamoto: You can.

Sarah McGovern: Okay. Is anybody have any discussion around this motion?

Sarah McGovern: Okay, we're gonna go ahead and take a vote. I'll start with, I will Sarah McGovern. I yes to adjourn the meeting.

Suzie Hessman: Susie Hessman, I

Kin Counts: Kin counts. I

Teresa Brooks: Teresa Brooks. I

Sarah McGovern: Rebekah.

Rebekah Gigliotti: Rebel. OH, Rebekah Gigliotti. I

Sarah McGovern: All right. And let's see here.

Jeffrey Yamamoto: The motion passes and...

Sarah McGovern: Most.

Jeffrey Yamamoto: we are adjourned. The next meeting is scheduled for May 10th. At 5 o'clock that is also the second Wednesday of May.

Sarah McGovern: And that will be virtually.

Jeffrey Yamamoto: And it will be continued virtually.

Sarah McGovern: All right.

Suzie Hessman: When did we have to add in having a vote on venting the meeting?

Sarah McGovern: We're gonna do that the next meeting.

00:55:00

Jeffrey Yamamoto: I researched for Robert's rule of order.

Suzie Hessman: Okay.

Sarah McGovern: All right.

Suzie Hessman: Well, thank you for that Jeffrey.



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Sarah McGovern: It's a newly revised meeting agenda.

Suzie Hessman: Oh,

Sarah McGovern: Thank you everybody for being here. We certainly appreciate your time this evening.

Suzie Hessman: Thank you, everyone. Thank you, Sarah.

Berenice Curro Sanchez: Thank you.

Dawn McReynolds UHC OIFA: Thank you. Have a good night.

Sarah McGovern: Have a good day.

Teresa Brooks: Good night, everyone.

Lawrence Allen: Hi everybody.

Meeting ended after 00:55:46 🙌

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Yolanda

Anything else not assigned- Kin

Neglect - Sarah

DA/All IRs - Beth

PRC – Kin and ?

None currently- Tonia

For **March IRs**, the Committee members have been loaded in the shared drive **610** incident reports. This included **37** open and **573** closed reports. ATPC had **68** totals with **0** open and **68** closed.

Type	Open	Closed
Accidental Injury	4	117
Consumer Missing	1	1



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Deaths	1	3
Emergency Measures	1	9
Human Rights	2	8
Legal	0	4
Medication Errors	2	33
Neglect	17	53
Other Abuse	5	7
Other Behavior	2	190
Other Hospitalization, Unknown injury	0	125
Physical Abuse	4	17
Property Damage	0	0
Suicide	0	6
TOTALS	37	573

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

The Program Review Committee (PRC) is being attended to by **unknown**. Reviewed by Rebekah Gigiotti.

Adjournment

Sarah McGovern adjourned the meeting at 5:58pm. The next District East IOC meeting will be held on Wednesday May 10, 2023, at 5:00 pm. The meeting will be a virtual meeting due to the Public Health Emergency still being in effect.