



**Division of Developmental Disabilities (DDD)**  
**District North Independent Oversight Committee**  
**Meeting Minutes Summary & Action Items**  
**Wednesday, June 21, 2023 – 5:00 pm**

**Call to Order**

Meeting called to order by Don Harrington, on June 21, 2023, Time: 5:02 pm. The meeting took place by virtual conference.

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**Welcome and Introductions**

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

IOC Members:

- **Don Harrington**
- **Christina Ostendorf** (joined after introductions were completed)

Absent:

- **Becky Keenan**

Public in Attendance:

- **Mr. Lionel Delgado 1 928-\*\*\*-\*\*\*13**

DDD Staff:

- **Leah Gibbs** (DDD Office of Individual and Family Affairs Administrator)
- **Megan Taylor** (DDD Network Administrator)
- **Staci Rodarmel** (DDD DN Quality Assurance Manager)
- **Jennifer Myler** (DDD DN District Program Manager)
- **Robin Glau** (DDD DN Quality Assurance Supervisor)
- **Joan McQuade** (DDD OIFA Manager)
- **Michelle Rademacher** (DDD IOC Liaison)
- **Katriene Filez** (DDD Behavior Analyst and PRC Administrator)
- **Dean Thomas** (DDD DN Program Review Committee Chairperson)
- **Jeffrey Yamamoto** (DDD IOC Liaison)

Arizona Department of Administration (ADOA):

- **Larry Allen** (State Liaison)

AHCCCS IOC Liaison:

- **Fredreaka Graham**

Contracted Health Plans:

- **Dawn McReynolds** (United HealthCare OIFA Administrator)
  - **Vera Kramarchuk** (Mercy Care Ombudsman) attended by phone 480-\*\*\*-\*\*\*17
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District North Independent Oversight Committee  
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Wednesday, June 21, 2023 – 5:00 pm**

## **Updated: DDD District North IOC -Virtual Conference (2023-06-21 17:02 GMT-7) - Transcript**

### **Attendees**

+1 480-\*\*\*.\*\*17, +1 928-\*\*\*.\*\*13, Christina Ostendorf, Dawn McReynolds UHC OIFA, Dean Thomas, Don Harrington, Fredreaka Graham, Jeffrey Yamamoto, Jennifer Myler, Joan McQuade, Katrien Filez, Lawrence Allen, Leah Gibbs, Megan Taylor, Michelle Rademacher, Robin Glau, Staci Rodarmel

### **Transcript**

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

### **Call to Order**

**Don Harrington:** Hey, okay. This is the IOC North meeting. I want to start off by asking, does anybody present have a conflict of interest with DDD?

**Don Harrington:** Okay.

### **Call to Public**

**Don Harrington:** Is there anybody from the public at this meeting? Anybody from the public want to bring up a topic or an issue at the meeting?

### **Discussion on Service Billing When a Member is Absent from Group Home or Developmental Home**

**Don Harrington:** I would like to kind of change things up a little bit. We have somebody from billing, right Michelle?

**Michelle Rademacher:** Yes, Megan is here from DDD Residential Network or...

**Don Harrington:** Okay, So she has a timeline that you have to leave early so I want to get to her so she's not late.

**Michelle Rademacher:** DDD network, I'm sorry.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Don Harrington:** So, I've asked somebody from Megan's department to be here. I had some questions as I work in the field. I've gotten conflicting statements from different providers that I've worked with in the past about billing. So when it comes to a member that's assigned to a home, and that member is out for medical like spends the night in the hospital. What is the building, billing protocol for that event?

**Megan Taylor:** Okay, so if we have a member who's residing in a community residential setting, right? Okay.

**Don Harrington:** Right. Right.

**Megan Taylor:** And they are in the hospital in-patient. They're not in the home at 11:59 pm on that day. The vendor is unable to bill for the habilitation daily rate, but they are able to bill for the room and board rate.

**Don Harrington:** And the room and board is what, \$14.58?

**Megan Taylor:** I'd have to pull it up. I don't have the current rate in front of me.

**Don Harrington:** But there's a big difference there, but that's the right one,...

**Megan Taylor:** Yes, there is definitely a difference in the rate,...

**Don Harrington:** Right. Okay.

**Megan Taylor:** But yes.

**Don Harrington:** And then, if a member spends a week with his family on vacation, but is scheduled to return to the provider's home, is that any different than the hospital?

**Megan Taylor:** No, if the member is not in the home and occupying that home at 11:59 pm, then the vendor again, would not be billing the habilitation daily rate, and they would be billing the room and board rate.

**Don Harrington:** Is there a situation in your protocols that would dictate that they would get both rates. And the member not be in the home. No. Okay.

**Megan Taylor:** At 11:59 pm., no. If the member is not in the home at 11:59 pm, yeah, they would only get the room and board rate.

**Don Harrington:** Okay, so I've kind of heard it both ways. I just want to make sure when I tell people this, my friend Megan Trainor is on top of it.

**Megan Taylor:** Yes, your friend Megan Taylor is on it. Yes.

**Don Harrington:** I think that's all that I have. Does anybody else have any questions for her?

**Don Harrington:** Nope. Okay, you enjoy your evening. Okay, thank you.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Welcome and Introductions**

*Megan Taylor: Thank you so much Don. It was a pleasure to meet you and be invited. If you guys need me again, just let me know. Thanks Bye.*

**Don Harrington:** Okay. Let's do introductions because we're kind of went over that. So I'm going to go from the top left of my screen down to the six others. So Joan, you want to start?

**Joan McQuade:** Hi everybody. I'm Joan McQuade. I'm with DDD Office of Individual and Family Affairs. And I'm here, supporting the IOC liaisons.

**Don Harrington:** Thank you, Good to see you. Miss Gibbs.

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

**Don Harrington:** Thank you, Michelle.

**Michelle Rademacher:** Hello, my name is Michelle Rademacher. I'm the DDD Independent Oversight Committee liaison for District North, District South and District West

**Don Harrington:** okay, Jennifer

**Jennifer Myler:** Good evening, everyone. I am Jen Myler, and I am the District North program manager for DDD.

**Don Harrington:** okay, and Staci.

00:05:00

**Staci Rodarmel:** Hello Staci Rodarmel. I am the District North Quality Assurance Manager.

**Don Harrington:** Okay, Dean, how are you?

**Dean Thomas:** Good. How are you doing tonight, Don? ...

**Don Harrington:** I'm doing well.

**Dean Thomas:** Dean Thomas, PRC District North Chair.

**Don Harrington:** And then Miss Ms. McReynolds. If you want to reintroduce yourself,

**Dawn McReynolds UHC OIFA:** Hi everybody. Thank you. I am Dawn McReynolds. I am the Office of Individual and Family Affairs Administrator at United Healthcare.

**Don Harrington:** Thanks. And I have a list of seven others and I don't know how to get that to expand but if we want to go who's left, Michelle.

**Michelle Rademacher:** I can go down the line. Let's see. Staci would you yourself please.

**Don Harrington:** is it a different?



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Staci Rodarmel:** You want me to go again?

**Michelle Rademacher:** I'm sorry I wasn't keeping track.

**Staci Rodarmel:** I'm Staci Rodarmel

**Michelle Rademacher:** No, I don't know who is. We've got Jeffrey. I don't recall if he introduced himself.

**Jeffrey Yamamoto:** Jeffrey Yamamoto and the IOC Liaison for Districts Central and East for DDD.

**Michelle Rademacher:** Thank you and Larry.

**Lawrence Allen:** Larry Allen with ADOA.

**Michelle Rademacher:** Thank you, Fredreaka.

**Fredreaka Graham:** Hello. This is Fredreaka Graham with AHCCCS

**Michelle Rademacher:** Thank you. Katrien.

**Katrien Filez:** Hi, good evening everybody. It's good to see you or hear you all. I'm Katrien, Behavior Analyst and PRC Administrator, Overseeing District North. I'm here to support Dean, our District North chair.

**Don Harrington:** Hi Katrien. Good to see you.

**Katrien Filez:** Hi Don.

**Michelle Rademacher:** Robin.

**Robin Glau:** Hi, I'm Robin Glau. I'm the District North QA supervisor.

**Michelle Rademacher:** Vera.

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

**Michelle Rademacher:** And we have someone whose phone number ends in one three, it's 928 for starter, starting numbers and the ending in one three.

**Don Harrington:** You're on mute.

**+1 928-\*\*\*-\*\*13:** Can you hear me now? Okay. Delgado North.

**Don Harrington:** Yeah.

**+1 928-\*\*\*-\*\*13:** Parent support compliance of the ADA.

**Michelle Rademacher:** Thank you. That I did.

**+1 928-\*\*\*-\*\*13:** Did you hear me?

**Michelle Rademacher:** I miss anybody or is that everybody for introductions?



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Michelle Rademacher:** Okay, It's all you

**Don Harrington:** Okay, if we want to go ahead and start Miss Graham, do you have anything to report.

**Fredreaka Graham:** I do not. If you guys have any questions for me, I'd be happy to assist.

**Update from DDD staff**

**Don Harrington:** Okay, and Robin.

**Robin Glau:** Are you asking me something? What

**Don Harrington:** Yeah, yeah. I just wondering if you had anything to report.

**Robin Glau:** No.

**Update from ADOA**

**Don Harrington:** Okay. Lawrence.

**Lawrence Allen:** Hey good evening Don. How are you, sir?

**Don Harrington:** I'm doing well.

**Lawrence Allen:** Thanks for having me. The only update I have. We had our open meeting law training earlier this month. And the slideshow and the recording have been posted on the IOC website. If you haven't had a chance to look at that or please feel free to do so. If you need a link to that I'll be happy to put that in the chat.

**Don Harrington:** I attended that meeting and it wasn't as boring as I thought it was going to be.

**Lawrence Allen:** Yeah, you certainly learn a lot and that meeting was a great refresher course for me as well. There's a lot to it and lots of in and outs and I will probably schedule another training in the fall and try to schedule that one in the evening and make a little bit easier for everybody to attend. I know everybody's got a busy work schedule and whatnot. But I'll work towards that and work with him to try to get that scheduled late afternoon, early evening.

00:10:26

**Don Harrington:** There was a lot of good information there.

**Updates from DDD IOC liaison**

**Don Harrington:** How about the IOC liaison?

**Don Harrington:** That is Joan, right?

**Michelle Rademacher:** That would be me. That's okay,...

**Don Harrington:** I'm sorry. Go ahead.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Michelle Rademacher:** So this is Michelle. I just had a few small updates. I just want to inform the committee that DDD holds public Town Hall meetings monthly through a virtual platform on the first Thursday of every month. The next public town hall will be Thursday July 6 from six to eight PM and DDD will present updates and announcements through this meeting. I also wanted to let you know that if any of the IOC members want business cards, or pamphlets for recruitment, Please let me know and I can provide you with the information, with the documents. Or I can also connect you with the volunteer coordinator. Just send me an email or give me a call and we can fix you up.

**Don Harrington:** Okay.

### **Update from DDD staff**

**Don Harrington:** all right, and then Miss Gibbs. Do you have anything that you'd like to bring up?

**Leah Gibbs:** Hi Don. I always have things just to keep the committee current and I think it's really important we try to do that. And I'd like to do a shameless plug if you don't mind and...

**Don Harrington:** No, you're aloud.

**Leah Gibbs:** that on our July 6th public town hall, we're going, a couple of guest speakers. We have people coming in from the Family and Involvement Center to talk about family support services and the work that they do. And as you know, they have a presence in District North. So if anyone is interested in attending and secondly Solari, the behavioral health crisis folks are going to do a presentation as well. So we got a couple of guest speakers coming for that event.

**Leah Gibbs:** And then to give you some updates...

**Leah Gibbs:** Where we are with DDD. I'm going to start with what we call our current to future strategic planning and what the Division has been working on. We kicked off our current planning work in 2020 and at the time the Division was working hard to try to address some notices to cure from AHCCCS about our performance and compliance and the Division as of mid May of 2023 has been released from all of our notices to cure. We are very excited about that in that it gives us opportunity to continue to maintain compliance but also to start working on some forward thinking opportunities for the Division. And there's a couple of things that are happening that I'd love to share with you. We've shared with the committee before that the Division last year was really struggling about having sufficient Support coordination positions filled throughout the state, not just district North but everywhere. And we did a lot of strategic planning with our hiring process and have been successfully hiring new support coordinators, which has been a wonderful thing for us. In that process, though, we've also expanded some new functions within support coordination. We recognize that our new hires go through an education process, but we have built some onboarding teams to be able to support those new support coordinators that they're connected to this group of people for about three months. And it's not only learning the classes but doing some shadowing and learning more about the support coordination role. We have specific units that are being designed to provide that onboarding support. We have just started our third unit throughout the state. We're going to be doing one in each district, but we're trying to make sure that as we hire staff, we're setting that foundation for them, that they're going to want to stay and retain their employment with us and see the value of the work that they get to do every day.





**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Leah Gibbs:** We've also been working to establish what we're calling Operation Committees, within support coordination, that are kind of look behind and a support to support coordinators to make sure that they're following those service plans, they're documenting appropriately. They're meeting the needs for our members, that we're not missing things in that planning process. And they're there to provide some technical support to support coordination. They're also working on different projects as there are things occurring. Just to make you aware, we've got a little over a thousand support coordinators in DDD, and we know that over a hundred of them are brand new. And so we ask that we get continued support from the committee. That, if we know that there are areas that we have gaps in helping those support coordinators, we certainly want to address that and continue to build...

**00:15:40**

**Leah Gibbs:** their capacity as they work for us. One of the other projects that the Division is working toward that, we are very excited about is the opportunity to become accredited by, what is called NCQA, which is the National Committee of Quality Assurance to get the Division accredited in long-term services and supports and in that process we are looking at ways that we can continue to improve the experience for our members and families in how we work together to achieve goals for the members and staying those processes. So, that's a big project that we're working on.

**Leah Gibbs:** We have just redone part of our ARPA directed payments for our qualified vendors to be able to use some of those ARPA funds to hire and retain direct care workers for their workforce. Using those funds or stipends or bonuses or one-time payments to their direct support staff. We're also doing projects to strengthen our behavioral health services for members. We have recognized and have been finalizing the development of what we were referencing as an enhanced behavioral group home opportunity for members who not only have their developmental disability but a co-occurring behavioral health diagnosis that really makes supporting them kind of complex.

**Leah Gibbs:** These homes are getting up and running as we speak, there was a piece of legislation that passed this last session. It was House Bill 2166, Excuse Me, Two, One, Six, Six that established what are called Behavioral Supported Group Homes. That is a new licensing type that will be rolling out from the Department of Health Services. What the Division has found that the work we were doing around our enhanced behavioral group homes, very much aligns with the expectations in the legislation about the behavioral supported group homes and we are going to be working toward augmenting the service specifications and changing the name of that service to correlate with this new law. So rather than enhance behavioral group homes, the Division will be having behavioral supported group homes.

**Leah Gibbs:** And we will be working with the Department of Health Services as they develop the rules around this new licensing process and supporting our qualified, vendor community to be able to meet those licensure requirements. We are also continuing to do some work with our DDD health plans, to be able to build the capacity in the behavioral health agencies that are supporting our members to feel more confident in their ability to support members with intellectual and developmental disabilities. We're doing that through a couple of different approaches. We're looking at some of those computer-based trainings that are available through Relias, that are not currently in the libraries of all of the behavioral health agencies that are very specific to working with people with intellectual and developmental disabilities.





**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Leah Gibbs:** We're also working toward developing our own course. That is very Arizona specific for vendors and behavioral health agencies to understand the Division and our eligibility, how we coordinate services with the agencies, and how we can meet the needs of our members better. This group is also looking at developing a couple of two day long training conferences, one would be in the Tucson area, one probably in the Phoenix area to invite behavioral Health agency personnel to come in to have a two-day conference about again Improving the ability to work collaboratively, with better outcomes for our members. We're going to be working to offer continuing education credits to those agency personnel, who are going to come to attend those. So we're focusing very much on building capacity there.

**00:20:11**

**Leah Gibbs:** We're also continuing the work group that is on identifying curriculum that can be used by qualified vendors as well as for family members who are interested in setting some of that foundational work around positive behavior support to help direct support professionals understand what it is, what it can look like, how it is a person-centered approach, how we can support our members in a way that allows for that self-determination and self-advocacy of the members. This work group has been doing a great deal of research of existing curriculum. And what we have found is that there are several components of different curriculum, that really hit the mark about where we want to go. So what we're doing is looking at piecing together different curriculums to be able to meet what we felt as appropriate objectives for the training.

**Leah Gibbs:** The Division will be working with qualified vendors to provide an incentive to them, to be able to pay them so that they can pay staff to be offline to attend those trainings as we have done for the abuse and neglect training for personnel last year. We're also working with an agency that has a contract statewide that provides training to family members to be able to deliver the positive behavior support training. The Division is building into this plan a way to pay agencies, so they can send their training staff to a train the trainer to review the curriculum and be comfortable about what they are delivering. The other component that we're looking at is collaborating through this, the agency that is going to be doing the family training, to offer a once a week drop in session for technical assistance to offer people who have been through the positive Behavior Support training classes. Because as we know sometimes you learn things in a learning environment, but when you go out and actually practice them, you want to be able to get back with some subject matter experts and talk about what's working and not working and share ideas. So that's going to be all part of rolling out that process.

**Leah Gibbs:** The Division for the first time in over 10 years, is going to be implementing a new what we call request for qualified vendor applications. It's basically a new contract and all of our existing qualified vendors, which is approximately 800ish different agencies will be going through the process of Recontracting with the Division to be able to comply with the new requirements that are in the new request for qualified vendor application. We are starting the process of developing weekly drop-in sessions for vendors who are learned, who are following the process for the application who may have questions about content, or about the application process. We're focusing on all of the existing vendors getting recontracted with us. And then we will open back up the request for qualified vendor application process, for potential new agencies to apply. But our focus right now is our existing agencies. They're going to be rolling out the new application, approximately September 1st of 2023, with an implementation date that I can't remember off the very top of my head and I hate to guess, but it's in 2024, not January, but a little later in 2024. Does anyone on the call happen to know that date?



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Leah Gibbs:** I apologize, Don that I don't remember, but I'll have that update for you in a future meeting,...

**Don Harrington:** It's okay, we got time.

**Leah Gibbs:** I appreciate your understanding about that. And then we have another project that we are working very hard on. We have learned that a lot of families get information about DDD through social media. So they're learning information from other families or other sources in the community and they're not necessarily getting all that information directly from the Division. And we have learned from some of the work that we do from the outreach that we do with families and stakeholders and advocacy groups that even though we put out a monthly electronic newsletter and we published twice a year, a mailed newsletter, to all of our members and families. Some of the feedback is we give a lot of information.

**00:25:00**

**Leah Gibbs:** But sometimes even though it's sixth grade reading level, it's not necessarily in plain language, that people are understanding what we're trying to say. So what the division is doing is in addition to those other outreach opportunities. We're going to start following the process that AHCCCS has been doing for a very long time. Their Office of Individual and Family Affairs publishes what they call Empowerment Tools and they are wonderful kind of one page documents that really get to the core of information on different topics. And the Division is going to be publishing, we've already started publishing, what we're calling Quick Reference Guides that are posted on the Members and Families Web page within the Division. And they're just those plain language, get me that basic understanding about a topic, kind of thing. And so we're just starting to build these. We have published one that explains that the process of AHCCCS is going through right now, that with the ending of the covid public health emergency, they are now doing a redetermination of eligibility of all AHCCCS members. And they were talking like maybe two million people in that process. And they suspect it'll take about a year to complete. But we've put together a one-pager to help explain to our families that Redetermination process that AHCCCS is doing, to let them know that if their family member is long-term care eligible with DDD, to please make sure that our support coordinator has the most current address and phone contact information for the family and the member and that our support coordinators have a process to notify AHCCCS of any of those updates. And for members who are what we call targeted support coordination, that they potentially have an AHCCCS complete health plan but they're not long-term care eligible, the process that they can go online to be able to do their own updates. And so that's published on our Web page. And we're sending it out to folks who have social media opportunities so that they can share it with their families as well. We've also published one around giving some information to families about coordinating their health insurance benefits to maximize their pharmacy benefits. And who to reach out to if they need help with their pharmacy benefits. And the other one that we have published has to do with updates for parents who are their paid providers for their minor children and the announcement that AHCCCS shared that they are extending the program just exactly the way it is now, through November the 11th of 2023 and as we get closer to that date and as we get more updates we will be sharing that information out to members and families. So those are the ones that are published. We've got about another 15 of them in the pipeline right now. But as they get completed, we're going to be getting those onto our web page.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Leah Gibbs:** So I know that's a lot of information. But as committee members for the Independent Oversight Committee, if you can think of topics or subjects that might be really nice to help out families that are kind of a single page plain language document, I would love to hear your suggestions and I can certainly add them to our list.

**Don Harrington:** Thank you. I have a couple of follow-up questions if you don't mind.

**Leah Gibbs:** I don't mind at all.

**Don Harrington:** The new program for the new group home Services. When is that expected to start?

**Leah Gibbs:** Yes.

**Leah Gibbs:** The one around enhanced behavioral group homes. We've actually already posted our first vendor call for it.

**Don Harrington:** Yes.

**Leah Gibbs:** So that one is up, but it's gonna modify with the new contract that'll be coming out next year. So it's already up and running, however, there's not been a whole lot of vendor response rate on it, to be honest. But it is a new service and it is available.

**Don Harrington:** Okay. Let's see, I had another one. So when you're saying that the vendors are having to reapply and qualify. When?

**Leah Gibbs:** Yeah.

**Don Harrington:** That's going to start on the first of September. And then,

**Leah Gibbs:** Correct. And there will be vendor announcements that'll come out to all of the vendors to let them know about the process and what they need to do but go ahead, Don.

**00:30:00**

**Don Harrington:** So you might not know this, but is the new qualifications going to be stricter, or just different.

**Leah Gibbs:** I can tell you that our existing vendors have been determined qualified, right. It's a matter of reapplying,...

**Don Harrington:** Okay.

**Leah Gibbs:** but in the new contract, there are some criteria about somebody new applying to be a qualified vendor, around experience.

**Don Harrington:** Good.

**Leah Gibbs:** Yeah, and there's also some new requirements around quality improvement initiatives.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Don Harrington:** That was kind of where I was going with that because I've worked with a company for a company that had no experience. So anytime you guys would send out the littlest piece of information, they would just panic. And then,...

**Leah Gibbs:** Right. Right.

**Don Harrington:** What is this? So it just makes it harder, okay.

**Leah Gibbs:** I agree Don and we're really hoping that we're at a point that we've got a pretty good foundation of network sufficiency, but we certainly want to grow where we want to add new service providers for specific services and taking into consideration geography, knowing that we still struggle in some rural areas to make sure we have sufficient network.

**Don Harrington:** Yeah. Working up here by the Navajo Nation, I definitely get that.

**Leah Gibbs:** Yes. Perfect example.

**Don Harrington:** Let's see. Does anybody here have any questions for Miss Gibbs?

**Leah Gibbs:** Thanks for the opportunity.

**Don Harrington:** You're very welcome. If having said that, Joan.

**Michelle Rademacher:** Hi Don. I just wanted to interrupt real quick and...

**Don Harrington:** Go ahead.

**Michelle Rademacher:** let you know that Christina has joined the meeting. Christina Ostendorf. I'm sorry, Christina. Hopefully I didn't butcher your name. Did you want to introduce yourself just real quick?

**Christina Ostendorf:** Hi. I'm Christina. I'm District North IOC volunteer.

**Don Harrington:** And Christina, after we dismiss all the presenters then you and I will stay on and we'll talk about what we talked about in the meeting, okay?

**Christina Ostendorf:** Sounds good, Don.

**Don Harrington:** Alrighty, Joan McQuade. Did you have anything you wanted to report?

**Joan McQuade:** Just that we are currently redacting incidents as soon as they're closed in the system. We're pretty up to date with everything. All is smooth. So...

**Don Harrington:** So, the incident reports are they kind of ebbing right now? I mean is there's many

**Joan McQuade:** We had about a thousand more for the month of May then we had for the month of April, if I'm not mistaken,...

**Don Harrington:** Okay.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Joan McQuade:** it was close to a thousand more. And then so far this month, I don't have the data in front of me. Hold on a second. But were I would say, between April and May we actually increased but once the kids are home from school, there's usually a shift because the schools don't do any reporting but if they're going to summer programs, there's going to be reports coming in from the DTS. Which you wouldn't have as much.

**Don Harrington:** Right. Right.

**Joan McQuade:** There's less kids that go part-time and, after school, then access the summer program. So there might be a little bit more of an increase.

**Don Harrington:** And just to get back to you, Miss Gibbs. I wanted to say, because I can read my note now, that about two years ago,...

**Leah Gibbs:** Okay.

**Don Harrington:** I started with my current company in the ones that I've had before and I've worked with before, you could definitely tell that there was a turnover issue with support coordinators because it seemed like we were getting a new one just about every other month. I can obviously say that in the cases that I'm working and supervising, there's not been but one new person. So I do think whatever you're doing is good. It's paying off. So just kind of keep after it. Okay.

**Leah Gibbs:** Absolutely, and Jen may even have some updates about support coordination for North.

**Don Harrington:** And Jen, you're next on the list.

**Jennifer Myler:** Alright, So, I do want to say, support coordination currently we are at five vacancies District wide. So we're getting fully staffed, and something that I heard today from our HR partners is that we actually had a new hire that called up HR and said, "Hey tell me when another position is going to be posted. I like working here so much. I want to bring my friends." So we're doing something right up here in District North.

00:35:19

**Don Harrington:** Yeah, absolutely.

**Jennifer Myler:** And I think the only other thing that I have to say is that, earlier Leah talked about those onboarding units, and we're definitely in conversation about how we're going to include District North in those units. Just so right now they're averaging 25 SCs a month. Is what they're bringing up onboarding. So it's really a great program and I'm excited to bring it to District North.

**Don Harrington:** That is wonderful. I can say that if they concentrate on the mission, instead of the job, they'll last a lot longer. I mean, the mission is so important.

**Jennifer Myler:** Absolutely. And just today.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Leah Gibbs:** Don, I think that's a wonderful phrase.

**Jennifer Myler:** I agree. And just seeing one of my area managers. She looked at one of the Support Coordinators and said, "Go take a break, got that task done. There's no one right now. Take care of you." So I think that I said, we're doing something right up here. People are happy. And you can see it.

**Don Harrington:** Yes. Yes, very much so. I want to get to Korean, who's an old friend of mine from way back. How are you?

**Don Harrington:** Korean. She still on?

**Katrien Filez:** Do you mean me, Katrien? Okay, that's all right,...

**Don Harrington:** Katrine, I'm sorry. Yes.

**Katrien Filez:** no problem.

**Don Harrington:** Goodness.

**Katrien Filez:** I think there was a question about PRC and Backlogs.

**Don Harrington:** Yes. I just wanted a status update about, not so much the North, when I sit on the boards here they seem to go very very smoothly.

**Katrien Filez:** Okay.

**Don Harrington:** Down in the valley, and that's the only one that I personally worked with. I have a friend that works in Tucson but it's like anybody who lives on the border of a PRC west or east. It's like they fight over who's PRC it is, and that's just the symptom of you guys being backlogged and I was just wondering are we making any headway with that?

**Katrien Filez:** And I know that at PRC, we want to make sure that we review the behavior of the member in the district where the member resides and...

**Don Harrington:** Right.

**Katrien Filez:** receives services. So, sometimes when it is around or on the border between districts, that might be some confusion. And it is something that we have been paying attention to only in the last few years. So there might be at times confusion and then realization, this is not, I don't know, District West, that should have been distant east, and then I assume that at that point...

**Don Harrington:** Right.

**Katrien Filez:** the review is moved towards the other district. Now, that should not happen once the review is already scheduled. If we realize the mistake was made, we move forward. This is something that should be checked upon when the Behavior Plan packet is received from the team. We check completeness and...

**Don Harrington:** Right.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Katrien Filez:** part of that is, what is the district of the residence of the member. But I'm afraid here and...

**Don Harrington:** Right.

**Katrien Filez:** we might make a mistake, so I apologize for

**Don Harrington:** Yeah, in that happens, Lord knows, I've made enough tonight already. But It seemed like, because we lost them the West and the Central chair and the North chair all at the same time. So I mean, our Are the backlogs. Because right now, we're at two and a half months from the time you submit it to the time you get a date. I was just wondering, are they working on the backlog, or

**Katrien Filez:** Yes we are doing the best we can. District North...

**Don Harrington:** Yeah.

**Katrien Filez:** has no problem. It's a well-oiled machine. I think we are two, three weeks out or so. Other districts, also, please keep in mind, have probably double the amount of behavior plan packets that come in, typically, and...

00:40:10

**Don Harrington:** Yeah, right.

**Katrien Filez:** We are also experiencing, since a couple of months, a steady increase of behavior plan packets, probably due to the house bill,...

**Don Harrington:** Right.

**Katrien Filez:** ACDL going out and monitoring. So, we try to increase the number of behavior plan packets reviewed within one session, but there is a limit for the chair still needs to be able to read the packets.

**Don Harrington:** Yeah.

**Katrien Filez:** One packet can be 70 pages and...

**Don Harrington:** Yes.

**Katrien Filez:** We need to be thorough. We help each other so we have five different districts but if one district encounters a challenge, we come together as a team and we help each other. So just like Dean has helped out District East for a while. I am also stepping in Chairing Sessions just like my colleague, Brent. Also keep in mind, we have still a vacancy in District Central, we have no admin, and District East has an admin...

**Don Harrington:** Goodness.

**Katrien Filez:** but is on extended leave. So we are struggling. Bringing in additional supports and doing the best we can. So we are well aware that there is a backlog. But we are doing everything we can to move forward as quickly as possible.





**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Don Harrington:** That answers my last question. if you guys help each other out it sounds like you do. I will say that the admin people are what makes it go smooth, right. Without, I mean, because when the East was out without an admin person, it did not go as smooth and I noticed the chair left shortly thereafter. So, I don't know what that was about. But the admin people are very critical to this, so thank you.

**Katrien Filez:** Absolutely, yes.

**Don Harrington:** Thank you for that and being that. Dean, do you want to say anything?

**Dean Thomas:** I just want to let you know, Don, that district north, we're have everything scheduled up until July 25th right now and we're waiting for other behavior plans that we're looking at to schedule. So we're not that far away in regards to what we're being current. So

**Don Harrington:** So I just recruited one of, I guess you'd call her a co-worker, to sit on the District North board. So she starts I think on the 6th of July, so, take it easy on her, okay?

**Dean Thomas:** Yeah, without naming any names. I believe I already made contact with her and gonna start talking with her, hopefully, sometime next week to go over any questions she might have.

**Don Harrington:** Yes, yes so I think she's gonna be a good one. She's a little bit smarter than me so you have to watch it. But I think we got everybody. Michelle, is or somebody else that wants to bring something up.

**Katrien Filez:** Can I ask a quick question?

**Don Harrington:** sure, you

**Katrien Filez:** The person you just talked about, is that a PRC volunteer or is that a District North IOC member?

**Don Harrington:** No, it's a PRC volunteer.

**Katrien Filez:** Okay, then my question would be, what is the plan for this District North IOC in regards to reviewing the behavior plans?

**Don Harrington:** I'm glad you said that. We just started that when I came on board, so I have not gotten to them, but we have two members now and as soon as we get them in the same place at the same time, we're going to have them start those as well because they're just doing the incident reports,...

**Katrien Filez:** Okay.

**Don Harrington:** But I want them to do the behavior plans as well.

**Don Harrington:** And then we'll go over that. I know Becky has a lot of experience so she probably won't need much help but I think that's an important part of what we do here.

**Katrien Filez:** Uh-huh. And that's awesome to hear. Thank you then I would just say once they are ready, then I would need their name and email address so I can give them access to that folder.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Don Harrington:** Okay. Okay, I'll try to get that done by next week. You bet so, I know, go ahead Dean

**Katrien Filez:** All right. Thank you so much.

**Dean Thomas:** Don, just let them know that they're free to contact me as well.

**Don Harrington:** Okay, I will definitely use that resource Dean. I appreciate it. So Mr. Delgado, if you'll hold the line and if you guys want to go ahead and start to get your dinner or whatever you need to do tonight, I appreciate so very much that you're here and all the information that you bring it's very important.

**00:45:00**

**Michelle Rademacher:** So Don, I'm sorry. We can't adjourn the meeting if we still have official IOC business or if we're going to continue the meeting.

**Don Harrington:** Okay.

**Michelle Rademacher:** Because of open meeting law. We're required to keep everything public.

**Michelle Rademacher:** And I wasn't sure we did have one person, I've been, if Staci had an update or not to present this evening.

**Don Harrington:** I thought she already did. Staci, did you have anything?

**Michelle Rademacher:** Okay.

**Staci Rodarmel:** No, we remain fully staffed. I'm knocking on wood as I say that. And no real updates just still proceeding with the new instant reporting form, effective July 1st. No other updates at this time. Robin Glau, the QA supervisor, I invited her here because she may be attending some of these sessions in my place, so I wanted her to come and meet everybody and get a feel for what these meetings were all about.

**Don Harrington:** We're happy to have her. I do want to say Staci, I've been using the new incident report form. It's a little scary when you look at it, but when you get through it, it's actually a lot easier. You ask all the questions that need to be in the dissertation. So it's a little bit easier so I'm glad we're moving to that.

**Staci Rodarmel:** That's great feedback. I'm glad to hear that. Thank you.

**Don Harrington:** The Miss Gibbs. Did you have a question or

**Leah Gibbs:** I do think that our health plans did not have their opportunity for updates.

**Don Harrington:** Or who is that one?

**Don Harrington:** Is that Dawn?

**Michelle Rademacher:** That would be Dawn McReynolds and Vera Kramarchuk.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Updates from Integrated Health Plans**

**Don Harrington:** I'm going to have to get better organized at this. I'm still working on it. But do you have anything you want to report?

**Dawn McReynolds UHC OIFA:** I do, thank you. I wanted to briefly talk about United Healthcare and update this IOC on our structure within the health plan. And so I wanted to notify everybody that we do have DD Liaison's within our Special Programs team, which OIFA sits within as well and normally Adriana sits on this meeting on behalf of us. And she's also our CRS liaison. So we have about 15 advocates and liaisons within United Healthcare. And so I wanted to also notify this IOC that we work very closely with Leah Gibbs and so not only as our regulator for our DD health plan but also as OIFA. So we collaborate on one pagers and all the things that we can do to help educate members and family members. **And then finally if there are any requests from this IOC body, Michelle would be your contact that you would reach out to if you have questions, concerns or would like any further information from Unitedhealthcare. You could certainly outreach her and she will arrange with United Healthcare on how to proceed. I just wanted to update you folks and I really appreciate being here. I haven't been on the District North meeting for awhile, so I am enjoying your IOC.**

**Don Harrington:** Thank you. And who is the other gentleman?

**Michelle Rademacher:** That is Vera Kramarchuk.

**Don Harrington:** Dear, I'm sorry. Miss Vera. Do you have anything?

**+1 480-\*\*\*-\*\*17:** Hi. No updates from mercy care.

**Call to Public**

**Don Harrington:** Okay, I'm gonna have to get a bigger screen. I think. That leaves Mr. Delgado. Is that correct?

**+1 928-\*\*\*-\*\*13:** Relationship, I made the point. I think I'm a good information. But right, there we are. I like to call one, two, three, and an update. I always joke around and make sure. Now, I want to thank you what that took place and time back. and do a good one, but maybe

**+1 928-\*\*\*-\*\*13:** I think quickly came up,...

**+1 928-\*\*\*-\*\*13:** because That are concerned about accident at that life, then no but happened to anything like that. So I won't go into detail what that is but there was no considerable parents the We do. Because in other words, it's a weekend. And That is now That tomorrow when it's okay, yeah, 23 states, that have that. And that's a big concern even though the DD College across the country connected with the US department, once but administration. They had another problem that continue.

00:50:00

**+1 928-\*\*\*-\*\*13:** Second, I didn't know some information on that 15. 42 in the stadium that was made available it home because



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

+1 928-\*\*\*-\*\*13: the contagious incident or anything but that idea started when that but not yet waiting for three years ago. He had Lawrence Summit.

**Don Harrington:** Mr. Delgado can you hang on a second because I'm just getting a little bitty pieces of that. Is anybody hearing him better than me? You're coming in very broken up so we're not able to understand your questions.

**Don Harrington:** I don't know. Is that your reception or something?

+1 928-\*\*\*-\*\*13: No. Come on. I apologize if

**Don Harrington:** No, I can understand you when you talk sir, it's just that the phone keeps cutting in and out.

+1 928-\*\*\*-\*\*13: Okay, I'll be broke. But 10, second I was talking about,...

**Don Harrington:** Okay.

+1 928-\*\*\*-\*\*13: I will talk about the marijuana took and then it would order and then Arizona for 23 states and is legal eclipse tomorrow marijuana. That was a concern. With US drug court administration. There was some talk about that but information work out but there's no one with a quick like it but drivers at weekend and maybe that just like anything else like it. And that's what they want to make. Sure it was all done, right?

+1 928-\*\*\*-\*\*13: And 38 states have medical mark one but that started 10 years ago, but the second one on 23 states had been a concern. Now that was on what particular area that still concerned. And now going my left here real quick. I wanted that information on that 1542 video, the news on the residential Initiate that because maybe that's both obtain a good information, only hold and more detail to that if the individ. group hold together together. But I thought good idea but it brought up good idea. For the behavior and throughout the state last point. I think it's very important. what can you hear me anymore?

**Don Harrington:** Yeah, it's a little better...

+1 928-\*\*\*-\*\*13: Hello.

**Don Harrington:** But it is still breaking up. What is your last point?

+1 928-\*\*\*-\*\*13: Yeah, that's point is what it was in a school year and I brought it up before and I can't think he's for the Christina, they're gonna possibly it. What I want to say is the camping season went to one area. William Arizona, from art, that's the conference. change that. And they will give that they charge. Other than that, but,

**Don Harrington:** Okay, so you're saying they're charging too much for the camping services in Williams.

+1 928-\*\*\*-\*\*13: Too much. Yet 201, spending. And so,...

**Don Harrington:** Okay.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

+1 928-\*\*\*-\*\*13: I mean, aquarity candidate, it's good but I just said about three four words just not I mean it's not right.

**Don Harrington:** Right.

+1 928-\*\*\*-\*\*13: I said what do I do it? what other cats available and Arizona the places like one they don't cost that much. Patient in Arizona. No they don't charge and if you make it available, it's available to go. But for that one can't and away their charging one that said, my God and I thought I would alright way to go but other than that I just want to say thank you but in the variable I tell people that just kind of been complied be visual and that's what I love doing. Thank you very much again for my part.

00:55:00

**Don Harrington:** Thank you for showing up. And does anybody want to address any of his issues? If you understand them,.

**Michelle Rademacher:** So we're not able to have any open discussion on anything that's brought up that isn't on the agenda, including the call to the public information. The most we can do is add that to the next meeting agenda and have a discussion. If the committee would like.

**Don Harrington:** Okay, so it is very other business we need to talk about?

**Michelle Rademacher:** We did discuss the main agenda items. All Behavior plan backlog, the discussion on service billing. If you would like to have a discussion on incident reports, or committee membership, those are the last two agenda items we have.

**Don Harrington:** We had a report on the incident reports in the new forms and we got a report on the behavior plans that satisfied my questions. So does anybody have any questions regarding those two topics that you want to discuss?

**Michelle Rademacher:** Christina. Did you have anything?

**Christina Ostendorf:** No, I don't have any questions at this point.

**Michelle Rademacher:** Okay.

**Don Harrington:** Okay.

**Michelle Rademacher:** And I just wanted to let the committee know about reviewing behavior plans. You've got a lot of assistance out here with DDD. If you would like to get set up with reviewing behavior plans, you can choose to either attend PRC meetings or you can also opt to review the behavior plans on your own and on your own time through the shared drive just like you do incident reports. And what Katriene was talking about getting set up. I can assist you with either, on being a soft handoff to Katrina and Dean with the email and contact information. And if you'd like to review behavior plans that way in your home, then that's just as simple as getting and letting me know and getting and confirming email and I'll get you handed off to Katrina and Dean and I'll get you the training you need and set up for those accesses to the behavior plans for District North, PRC.



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

**Don Harrington:** So Christina, before we get you set up on that if you could call me or Michelle and we'll come up with a way to divide the behavior plans up similar to what we have for the incident reports. And now that Becky is a full-time member, right. We're going to be giving her some of that responsibility as well. So we'll get with Michelle and try to set that up before the next meeting. But she'll probably reach out to you soon about getting you set up for that, okay.

**Christina Ostendorf:** Okay. And I have done PRC meetings in the past as well as I was an author for some behavior plans.

**Don Harrington:** That's great. That's wonderful. So that's kind of what we're looking for and we're in what we're looking for. We are looking for rights violations in the plans. If you can see those and then we can address any questions that we have towards. If we feel like their rights are being violated. And rights for these members are a big deal for me.

**Christina Ostendorf:** Okay.

**Don Harrington:** I'm always got an ear out for that. So that's kind of important to me. So I want to make sure that they have every right that we do, predicated on their condition. Hey, I don't have anything else. Michelle, do you?

**Michelle Rademacher:** No, I just want to say thank you, Christina. It sounds like you're the perfect candidate for reviewing behavior plans for this IOC committee.

### **Adjournment**

**Don Harrington:** So, I want to thank everybody here. It was an hour. I know this is past you're getting off work time, so I appreciate your time and all the wonderful information that you bring. So thank you very much. And we are adjourned. Okay, thank you.

**Katrien Filez:** Thank you, Joan. Thank you,...

**Joan McQuade:** Thanks.

**Katrien Filez:** Have a good evening. Bye.

**Dean Thomas:** You're welcome, guys.

**Robin Glau:** Thank you.

**Leah Gibbs:** Good night, everyone.

**Meeting ended after 01:00:09** 🙌



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee  
Meeting Minutes Summary & Action Items  
Wednesday, June 21, 2023 – 5:00 pm**

The committee has received **April 2023** reports. The March incident reports include **20** open and **271** closed reports. This is a total of **291** incident reports presented to the committee for review.

<b>Incident Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injuries	4	45
Client Missing	0	0
Deaths	0	0
Emergency Measures	0	4
Human Rights	2	3
Legal	1	0
Medication Errors	4	41
Neglect	6	71
Other Abuse	0	1
Other – Behavior	1	55
Other – Unkn Injury; hospital;	1	48
Physical Abuse	1	0
Property Damage	0	3
Suicide	0	0
<b>Totals</b>	<b>20</b>	<b>271</b>

The committee has received **May 2023** reports. The March incident reports include **27** open and **513** closed reports. This is a total of **540** incident reports presented to the committee for review.

<b>Incident Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injuries	5	78
Client Missing	0	4
Deaths	0	5
Emergency Measures	0	3
Human Rights	1	9
Legal	1	9
Medication Errors	6	77
Neglect	8	139
Other Abuse	4	6
Other – Behavior	0	93
Other – Unkn Injury; hospital;	1	71
Physical Abuse	0	10
Property Damage	1	8
Suicide	0	1
<b>Totals</b>	<b>27</b>	<b>513</b>

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

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