

AHCCCS South Independent Oversight Committee (IOC)
Public Meeting Minutes
Tuesday, July 25, 2023 – 10:30am to 11:30am

Call to Order

Meeting called to order by Committee Vice Chair, Barbara Carling. The date is July 25, 2023 at 10:32am. The meeting was held virtually through Google Meet with no physical address.

Welcome and Introductions

Committee Members

- Ken Karrels (Chair)
- Barbara Carling (Co-Vice Chair)
- Tyson Gillespie (Co-Vice Chair)
- Phyllis Grant
- Joanna Keyl

Absent Committee Members:

- Jason Winsky

AHCCCS: Fredreaka Graham & Christine Scott

Arizona Department of Administration (ADOA): Lawrence Allen

DDD: Michelle Rademacher

Banner Health: JoAnne Kautzman

United Healthcare: Dawn McReynolds UHC OIFA

Public: Ashley Savage

IOC: AHCCCS South Meeting (2023-07-25 10:32 GMT-7) - Transcript

Attendees

+1 520-***-**63, Ashley Savage, Barbara C, Christine Scott, Dawn McReynolds UHC OIFA, Fredreka Graham, Joanna Keyl, JoAnne (Jo) Kautzman, Lawrence Allen, Michelle Rademacher, Phyllis Grant, Tyson Gillespie, LAC, BHP

Transcript

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Barbara C: Good recording. Good morning everybody. Let's see here back to my script, forgive me? Okay, the session of the Independent Oversight Committee is now called to order and the date is July 25th 2023 and what is it here 10:32am? Look at how prompt we are. Very nice. Good morning, everyone. I was just mentioning to Larry that I just noticed that we're receiving a written committee minutes and that let's shoot for next month. Let's take a glance at him now that we're getting those because I just noticed that we're getting them and then, if anybody has anything to say, in fact, did anybody take a chance to read? And does anybody have any comments on the minutes and we'll just push that on then.

Barbara C: Okay great.

Tyson Gillespie, LAC, BHP: No feedback.

+1 520-*-**63:** It's okay.

Barbara C: All No worries. Then I'm just gonna push ahead and I'm going to ask Larry, I guess, first, and then Fredreka's second, please, if you've got any news and updates for us, thank you.

Lawrence Allen: Hey, good morning. Barbara first, can we go around and get a roll call of who's here?

+1 520-*-**63:** Yes.

Lawrence Allen: And who's not here?

Barbara C: My goodness. What a great idea.

Lawrence Allen: And then go to the script and ask about the conflict and the agenda.

Barbara C: You know what? I covered it too quickly.

+1 520-*-**63:** Yep.

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Barbara C: Forgive me, Larry. Okay, do we have any? Do we have anyone that has to disclose a conflict of interest? If there is please, let us know right away. I did attach that I did. I do believe with the agenda. I sent out that disclosure form.

+1 520-*-**63:** Yeah, you did with the form.

Barbara C: Good, that made it. Okay. But does anyone have anything?

Tyson Gillespie, LAC, BHP: Barbara, this may be a question for Larry

Tyson Gillespie, LAC, BHP: Because I am an employee of an agency that receives Funding, you have to announce that at the beginning of each committee meeting.

Lawrence Allen: Good morning, Tyson. No, I believe you won't have to disclose that before each meeting. only if you come across an IR report that you're familiar with or you might have knowledge or you worked with that particular provider, then you would have to recuse yourself from discussion, and voting regarding that matter, if it should come up,

Tyson Gillespie, LAC, BHP: When I look at any of the IEDs IRS and if they originate from the agency that I work with, I don't even open them to avoid that conflict.

Lawrence Allen: Yeah, perfect. Yeah and then if the agenda should show a conflict you know of then you just would fill out the conflict form out and recuse yourself from discussion and vote.

Barbara C: That's great.

Lawrence Allen: But great question. Thanks for asking.

Barbara C: Thanks Tyson.

Barbara C: Excuse Okay, let's start first. Forgive me. My name is Barbara Carling. I'm a chair and I have been on the committee since 2008. I'm a licensed retired social worker, I should say, and I am a family member and a family member. So I'm gonna hand it back to Ken in our chair. Thank you.

+1 520-*-**63:** Ken Karrels retired psychologists have been involved since 1992 with the committee and thank you Barbara for and Tyson for stepping up and picking more the Ministry of Leadership. So appreciated and Look forward to another good meeting. So take care.

Barbara C: Thanks Ken and I'm static to present Tyson. He is our vice chair also. So headed to Tyson.

Tyson Gillespie, LAC, BHP: Tyson Gillespie.

Barbara C: And then let me see how is my listing here? How about Joanna? We'll get Joanna up front here because we've only got her for a half hour. Hi Joanna.

Barbara C: Joanna. Are you on mute? Sweet Joanna.

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Joanna Keyl: Sorry. Can you hear me now? Okay. Hi everyone.

Barbara C: Said, Yes. Yes.

Joanna Keyl: This is Joanna Keyl with Coyote task force An agency that provides primarily employment and peer support services. Thank you.

Barbara C: Terrific. Thanks Joanna. And then how about a Phyllis

Phyllis Grant: Good morning, Phyllis Grant, I work at Family Involvement Center and I'm a family member and a peer.

Barbara C: Thanks I guess I'm just going to let all our members. Yes, yes. Did I get everybody? Forgive I've got this darling picture, by the way of Christine, Scott pinned to my screen. You're cute. And I cannot read my normal list of who's here because I don't know how to fix this but I don't even care. Let's see here. How about just our guests start Jo, maybe we'll start there with Banner.

JoAnne (Jo) Kautzman: Certainly. Good morning everyone. Jo Kautzman with Banner Health.

Barbara C: Thanks Joe.

Lawrence Allen: We have Dawn McReynolds.

Barbara C: Thank you Larry. Can you see if I'm not able to see my list?

Lawrence Allen: Dawn, if you could introduce yourself,

Dawn McReynolds UHC OIFA: Hi. This is Dawn McReynolds from United Healthcare OIFA.

Barbara C: Thank you.

Lawrence Allen: Thank you, Christine.

Lawrence Allen: Christine Scott.

Christine Scott: Hi, good morning. My name is Christine. I'm with AHCCCS. Thanks for letting me be here.

Lawrence Allen: Thank you, Christine.

Lawrence Allen: Michelle Rademacher.

Michelle Rademacher: Hello, my name is Michelle Rademacher. I am with the Division of Developmental Disabilities, Independent, Oversight Committee liaison.

Lawrence Allen: Ashley.

Lawrence Allen: Thank you. Ashley writes in the chat.

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Lawrence Allen: Hello, my name is Ashley Savage. I don't have a microphone. However, I am a MSW student through Arizona State University attending the meeting to learn of ways to strengthen our communities. So welcome Ashley.

+1 520-***-**63: Welcome.

Barbara C: Welcome Ashley. This is Barbara again and I graduated from ASU so I'm so excited. You're here. This is wonderful. All good, great programs are an excellent, great place to be good.

Tyson Gillespie, LAC, BHP: And I have a u of a shirt on today, so I'm okay, that ASU may go up but

Barbara C: I sent Tyson our support. Of course, our yeah.

+1 520-***-**63: Of bipartisan.

Lawrence Allen: They are the land of the Wildcats

Barbara C: They do. Yeah, but they do have a great social work school here in Tucson.

Lawrence Allen: They do and Fredreaka?.

Barbara C: That's Yes. Yes.

Lawrence Allen: Fredreaka do you want to introduce yourself real quick?

Fredreaka Graham: Hello Fredreaka Graham with AHCCCS and Barbara, I was trying to figure out how to help you unpin your screen if you're having problems seeing it.

Barbara C: it's

Fredreaka Graham: so if you hover over your name, there should be a Thumbtack you press on that it should work for you. Okay.

Barbara C: And it did. Magic. my goodness. What would I do without you Fredreaka. my thank you. I can see something. Okay, but by the way, Christine, you're adorable just saying, but this is helpful, I'll be darned. Okay. Thank you.

Lawrence Allen: And then I'm Larry Allen, I'm with the Arizona Department Administration. And Barb, I think that's everybody. Did I miss anybody on the call?

Lawrence Allen: No, I think we're good to go, the floor is all yours.

+1 520-***-**63: Good.

Barbara C: All pardon good to go. Let's see, then! Okay, we'll start with the focus groups Unfortunately, Jason can't be with us this month but he'll hopefully be back next month. Our wonderful law enforcement,...

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Barbara C: Jason Sergeant Winski. So I'm going to member recruitment. Just do any committee members, or even our guests, anyone have any Thoughts about member recruitment and outreach Any news comments updates.

Barbara C: I wish I had some, by the way. I do intend to visit ASU down here, our social work school. I will get to it once the heat passes and I can keep my animals alive. I can leave the house. Okay. Pardon.

00:10:00

+1 520-***-**63: Yeah, phone number. they're not square.

Barbara C: That's some conversation behind. Okay, then let's go to the reports. I'm gonna turn it over to Joanna in case she has Any news for Joanna on the reports. Were you able to get on the server?

Joanna Keyl: I don't have anything to report. I'm behind on looking at those reports,...

Barbara C: Okay.

Joanna Keyl: But I hope to get caught up this month and have more for the next meeting.

Barbara C: I totally understand and I'm with you. It's a wild month? Yes, thank you. Anyone else did Tyson did you get a minute and I know Phyllis you're still working on access to I,

Tyson Gillespie, LAC, BHP: Work process right now of solicitation with another department within the state. I'm writing that for the past few weeks, I've not been able to look at any IADs.

Barbara C: Okay, totally get that and I did get on and I did pull some reports and I did start to look but I didn't get enough time to come back to you with anything but I'm active on the server. I just Need a change of weather so I have more time. So okay, we'll move on from that. We'll push that to next month. board and was kind enough to give me a contact. Karen was not able to help me find a list of

Barbara C: of unlicensed homes, in the Tucson area that we used to get that list. And so she kindly connected me, Is it ABC homes up in Phoenix? Kind of runs all the housing for our people. I went to a meeting about that last year, but I don't know much more about it but she connected me with Vanessa there. So I sent Vanessa an email a while back and didn't hear back. So I contacted her again and apparently I got kicked out of one of those I'm on vacation automatic responses so I'm still working on getting us that access to the list. I did go Tyson dig up, those legal sized pages of

Barbara C: From three or more years ago when I was provided, the list of unlicensed homes here in Tucson and they're quite messy, it's just time consuming. So I haven't moved far enough on that. So that's where I kind of stand on our board and care and site visits. We're still kind of on a hold. Although I do question if this is the best month to go visit, anybody Unless they have air conditioning. so, As I say that, I realize it probably would have been a good month to see what they're having to endure. So that's where I'm at Tyson. Do you have any more comments about site visits and that issue?

Tyson Gillespie, LAC, BHP: I've gotten a small list that I should have got over to you to the committee. I'll send that by the end of the week of boarding care where we have some of our intensive patients placed in Pima County.

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Tyson Gillespie, LAC, BHP: And so, when I say we didn't place them. They placed themselves there but they're residing in that boarding care. So Barbara, I'll send that over to you. It's a small list.

Barbara C: that's perfect. Thank you. And by the way providers that are, if you get wind of it, it used to be. So Well done, again like La Frontera, and the different compass and so forth. They would send a list of where they were hing. And license places to Melissa Brown at whatever that company is, it used to be cempatico. I lost track of the name of it now and then we would then be provided that list and that all went away. So, if anybody hears anything where our clients in the community are staying unlicensed, preferably here, they seem to get the least oversight. Those are the ones we want to visit, but if you do, please forward it to me in an email. I'd be so appreciative if you could.

Barbara C: Provide me with that information, A special population. I think I'll give it first. How about Phyllis, have you got anything for us? And please give us an update on last month's. Wonderful discussion. Okay Phyllis, thank you.

00:15:00

Phyllis Grant: I'm sure. So Dawn was extremely helpful. And was able to light a fire under the provider. And we were able to get a CFT done pretty quickly. The mother She's very overwhelmed, but she's working a lot. I'm going with her to court today, for a DV case against soon to be X. Her son was happy to have been out in Rocky Point for the last few days with family. She is getting some services, there's another sea of T scheduled So I have not been able to meet with her for a couple of weeks or so.

Phyllis Grant: Yeah, but we're meeting today at the court and then we're meeting again tomorrow. She said that her son's behavior is a little bit better, they do have a behavior coach coming in twice a week. I want to make sure that's really happening because that was discussed at the CFT but there was a lot of movement as soon as Dawn got involved. And I really, really appreciate the help and I think Mom is feeling a little bit more hopeful that now someone is actually involved in hearing her and trying to provide services that's really all I have right now, but Once Dawn got involved. I'll tell you, it went pretty quick. people started doing what they needed to do.

Phyllis Grant: And the meeting went with Dawn was there at the meeting. The next one is scheduled, I think for August 1st, the next CFT.

Barbara C: My goodness, that's good to hear. dawn erased your hand. Yes.

Phyllis Grant: Yeah.

Dawn McReynolds UHC OIFA: Yes, I just wanted to ask Phyllis if she needs any other support on going, please, reach back out and keep me in the loop. We can stay on it.

Phyllis Grant: I certainly hope she's got so much going on. With the DV case and working, she had to go back to work full time as a program manager for I believe DDD group home. And it's taking a lot of time and they've lost staff so yes, I will absolutely. Let you know if things aren't going the way they need to go...

Barbara C: just,

Phyllis Grant: As far as the services that she was told, if they haven't happened, I'll know more tomorrow after I meet with her. And what I can do Dawn is after I meet with her tomorrow, I can just send you a quick email and give you a quick update. Is that okay?

Dawn McReynolds UHC OIFA: That would be great. I just want to kind of make sure that we maintain the level of service, so thank you.

Phyllis Grant: Yeah, yeah. She was very impressed at the sea of T with your support and the accountability that you were requesting from the agency. Thank you so much.

Barbara C: That is the best news. Does anybody have any questions for Phyllis on that or Phyllis? Do you have other issues going on? That it would like to bring up or could use some help on?

Phyllis Grant: That's the only thing that was pretty crisis motivated. I am getting ready to start and I'm a little frustrated. Before the summer, I had several families who needed To get some assessments done for possible IEPs or 504s, and the schools just gave so much. Pushback was too close to summer.

Phyllis Grant: And they were successful in not getting it done before summer and have not been very responsive, so that's why only moving forward is a challenge. Now, I'm meeting with families. The next couple of weeks getting letters ready, getting lists of accommodations that they can specifically for ADHD kiddos to help that the schools should be able to look at and then trying to give the parents as much information as possible. So when we meet with the school and get the letters going, my frustration is, even though offices are open, there's not a whole lot of action going on.

Phyllis Grant: and I'm concerned about the edgy, our education system. the teachers they're, underpaid overworked. And there aren't enough of them. Besides, we have a doctor's shortage in Pima Academy. We have a teacher shortage, and our kids have a lot of needs and a lot of parents don't understand what they can do and what they're responsibilities are in trying to get those needs met. So that right now has been my focus. When I'm meeting with the parents during the summers getting prepared for Things that really would have preferred to have been done before summer, back in March. That wasn't getting the ball rolling and schools. Typically, when school starts

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Phyllis Grant: Their position has been in the past. let's wait a month, two months and see how things go, and it's really hard for them to really accept that the first week of school. Here's a letter, we want this kiddo assessed for possible, IEP or 504. And these are the reasons why even though the kid is returning to the same school, the premise is because it's a different teacher that things might be better. And so, that's just A frustrating part for me right now and there's nothing. Anybody else can really do unless you have any ideas or suggestions, I have a couple of families that have checked out some schools for autism that are really, really happy and are excited to have the kids go there. The kids are enrolling. One of them is the Intermountain, I don't know what it's really called anymore, Intermountain Academy for autism. I'm not sure anymore.

Phyllis Grant: The other one is the one on Broadway. So I've had three parents. Who are enrolling their kids in those schools? And they're really excited about that. So that's going to be a new experience. For all of us. So to have those options is really really good. I would also like to say I have a parent. I'm gonna give

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a shout out to Miranda behavioral health because this parent is just getting every single need met. And with a teenager with autism, she has absolutely no complaints. There's no gaps in medication. There's no gaps in services. People return her calls if they don't answer. So I just had to do that because this is a family. I worked with for almost two years. That has struggled with different providers and is so happy right now. And I'm so pleased.

Phyllis Grant: So, that's all I had.

JoAnne (Jo) Kautzman: I do, thanks Barbara. First of all Phyllis, I just want to say, we appreciate you so much and your reports in this IOC meeting. It really is helpful to health plans and second of all I want to say that, there is a way that health plans can help and support. That is really just to ensure that we have informational material for our families to ensure they know what to expect and what they deserve to have.

Phyllis Grant: Thank you, That was really nice. I Love my job, I'm still working at it and I love the actual face-to-face, helping families, otherwise none of us would be doing this work if we didn't have this heart for it.

JoAnne (Jo) Kautzman: That's And I also wanted to say before I end is that thank you for giving our provider a shout out at Marana, health. We really appreciate hearing those shout out. Thank you so much.

Phyllis Grant: you're welcome. I didn't know if I was allowed to do that, but I said I'm doing it anyway because it's been amazing.

Barbara C: Good for you boy, that was really good. Thanks, Thanks Phyllis. Hey Tyson, have you got something for us?

Tyson Gillespie, LAC, BHP: Nothing specific this month. We're doing a lot of partnering with adults and juvenile court, probation systems, really hoping to assist with both folks who are currently detained coming back into the community. But also from Once on probation or court involved really making sure that we keep them on the successful path where they don't.

00:25:00

Barbara C: Sounds great. Thanks ys hey and then special populations administrative miscellaneous. Let me quickly give a shout out to Ashley. Yes, just a minute. Hang on here. I got that right? Yes, Ashley please. if you would put your email address in the little messages and that way, I'll make sure that you get an agenda so that, when our next meeting is and so forth because I'm really pleased that you're here. Okay. moving on.

Barbara C: Let's Perfect And now I Thank you very much. It goes into our notes and I'll have a printout of that, too. Because I've never figured out how to pull email addresses off that little area there. So I don't have anything to do administratively. So I'm going to go ahead and just see if we have any provider updates.

Barbara C: And start with How about Joe?

Barbara C: Thanks And then how about I jump? Let's go with Dawn.

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Dawn McReynolds UHC OIFA: Hi. Barbara first, I want to just highlight and I think Joanne can attest to this how much we appreciate this meeting and these IOC members. All of you for your collaboration with us. And I just wanted to update last month. I went through all of our DD and tribal OIFA and all the advocates and liaisons that are available within United Healthcare, and Joe kind of went over hers. And so it's very important on these iocs that as we give updates, that the IOC members. Also know that the health plan representatives are here to assist Phyllis. When you were speaking of the school process, one of the ways that we may be able to assist as OIFA member advocates is

Dawn McReynolds UHC OIFA: Few can identify the health plan, which the family is involved in. We can also assist in expediting the services and the IEP process, so that we could get these children services earlier in the year. So I would recommend Phyllis if you run into that where there seems to be a delay and you need support, to reach out to Joe or myself or easily complete. And let us know if we can help expedite those services. That's foremost in our minds.

Phyllis Grant: Thank you so much, I sure will.

Barbara C: Thanks for the nice compliment too, and thanks for all that. That is just marvelous. Thanks, I'm gonna ask Ashley, of course, not moving to the left. Forgive me. Ashley Michelle.

Michelle Rademacher: Hello, I do not have an update today.

Barbara C: That's good. Thank you. Michelle Christine

Christine Scott: Sorry about that. I do not have an update or anything to add. Thank you.

Barbara C: Think, Okay, thanks Christine. Okay, let me see. I'm still trying to read my board here. I think so. Did I get everyone Larry? Our providers.

Lawrence Allen: Yes, I believe you got all the providers, but I do have an update for the committee. Yes.

Barbara C: good.

Lawrence Allen: I'm sorry Dawn, you had your hand up. Did we skip you?

00:30:00

Barbara C: Perfect Thanks and of course everything goes through Frederica. Thank you very much. She is wonderful. Thank you Larry I'll give it back.

Lawrence Allen: Okay, a quick update regarding the executive session. we had our open meeting while training last month on June 6, and the training, and the PowerPoint is on our IOC website. So please, feel free to

Lawrence Allen: hop on the website and take a look at the PowerPoint, slides in the training and in the course of that training and we took a harder look at How will we be approaching executive sessions? And we have to have a reason why we're going to the executive session on the agenda. Before the meeting. So we can no longer have as needed on the agenda.

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Lawrence Allen: Before the meeting. So, if we want to have a meeting or executive session during the course of the committee meeting, we need to have a reason why. Okay.

Lawrence Allen: This committee really rarely I don't believe has ever gone into executive session, which is fine and great. But just to let you know, should that arise and should it be needed? It needs to be on the agenda before the meeting. Any questions on that?

Barbara C: No, I think. Thanks Larry. I have to tell you, I scratch my head on that one every time. Because I don't recall our committee either going into session per se, so And as if we do come up with an issue or if you even recognize one, let's get together and talk you can walk me through it.

Lawrence Allen: Absolutely.

Barbara C: Thank you.

Lawrence Allen: Yes, absolutely, and that's what Frederick and I are here to help you navigate that process and we will certainly keep the committee apprised on what's needed.

Barbara C: Okay.

Lawrence Allen: Any questions before the meeting, or if you need, please reach out to one of us via email or phone call. And we'll have a discussion.

Barbara C: Thanks Larry. I have it. I started to include in my raise, your hand. Are you going to be at the meeting? Note to, please send any agenda items because I am trying to incorporate that notion that we get it on the agenda before the meeting so far,...

Lawrence Allen: Yeah, absolutely.

Barbara C: It sticks to what we've got right now. We haven't really had anything other than the electing Tyson, or new VPs so beyond that,...

Lawrence Allen: Okay.

Barbara C: It's been Just business as usual. So thank you Larry. Okay, thanks.

Lawrence Allen: Right. Yeah,...

Lawrence Allen: No problem.

Barbara C: Okay, let's see.

Barbara C: We don't have any guests. I know. This is an opportunity. We have a guest here. Christine. she can't. She's on the phone and never mind. It would be too much to ask her to

Lawrence Allen: I think Fredrika has an update for you Barbara.

Barbara C: excellent. Thank you Fredreka. Sorry.

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Fredreaka Graham: No problem. Barbara, just wanted to give you guys a quick update as Larry stated. We're always here to help you guys. So please feel free to reach out for whatever your needs. Are we working really well together and we work really hard to try to get you guys what you need. So please don't hesitate. The other thing is Christine Scott. Who is my co-worker here at AHCCCS? Will be starting to attend some of the meetings with me because at some point I have to take vacation because I've gotten

Fredreaka Graham: Gotten a response that I'm over my hours. So I'm doing a little bit of shadowing with her so that if ever I'm out during your meeting time or any other things that you guys might have in my absence that she'll be able to assist me all. So, in addition to Larry. So I just wanted to give you guys that update if you see her in the meetings and That is the reason why she's joining. Do you guys have any questions for me?

Barbara C: Is it tropical? Are you going somewhere tropical?

Fredreaka Graham: I'm going to Aruba, so.

Barbara C: I love it. That's my question. That's marvelous. Thank you Fredreaka and welcome aboard. Christine's really nice again, to meet you. That's wonderful. I'm just excited to hear from Fredreaka. I hope it's about for three weeks. You more than

Fredreaka Graham: Not that long but I'll be taking some time here and there. So I just wanted to give you guys that update.

00:35:00

Barbara C: Okay, Thank you so Thanks. Okay, I think we're at the end of our agenda today. And if I go back to conducting a session letter, that's got K. I need to ask for a motion. But no, that's for something else. Forgive me, Larry, what do I know about Summer? I already did the public. We don't have that.

Lawrence Allen: Yeah, you just need a motion to end the meeting.

Barbara C: Just that simple. All right, then I Okay.

Tyson Gillespie, LAC, BHP: Barbara Motion to Adjourn.

Lawrence Allen: Cassetta.

Barbara C: Thanks Tyson. Thank you very much. Any seconds.

Phyllis Grant: I second it.

Barbara C: Thanks Phyllis. I want to thank everybody for being here today and you're an absolutely marvelous group of people. I just hope that you continue to be comfortable and cool and Please stay safe and I'll see you in One month from now, And Joe.

Phyllis Grant: Thank you.

Barbara C: Thank you. You're just the best. Thanks, everyone.

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Fredreaka Graham: Thank you, Barbara.

JoAnne (Jo) Kautzman: Thank you.

Christine Scott: Thank...

Christine Scott: Barbara. Take care, everyone.

Lawrence Allen: Thank you.

Barbara C: Thanks Larry. Thanks.

JoAnne (Jo) Kautzman: Bye everyone.

Barbara C: E. Okay everybody.

Lawrence Allen: Bye-bye.

Barbara C: I can.

Meeting ended after 00:36:28 🤝