



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

Call to Order

This meeting is being held virtually via google meets.

Meeting called to order by Committee Vice-Chair, **Suzanne Hessman**. The date was July 12, 2023, at 5:03 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

Attendance in Person: **None. This meeting was virtual.**

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Elizabeth (Beth) Bird**
- **Kin Counts**
- **Rebekah Gigliotti**
- **Teresa Brooks**
- **Yolanda Huynh**

Absent:

- **Sarah McGovern (Vice-chair)**
- **Aimee Griffith-Johnson**
- **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)

DDD staff and guests:

Trudy O'Connor (District East Quality Manager)

Leah Gibbs (Office of Individual and Family Affairs Administrator)

Joan McQuade (Office of Individual and Family Affairs Manager)

Michelle Rademacher (IOC Liaison)

Katrien Filez (District East Program Review Committee Administrator and Behavior Analyst)

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 (2023-07-12 17:03 GMT-7) - Transcript

Attendees

+1 480-***-**56, Dawn McReynolds UHC OIFA, Fredreaka Graham, Joan McQuade, Katrien Filez, Kin Counts, Lawrence Allen, Leah Gibbs, Michelle Rademacher, Rebekah Gigliotti, Suzie Hessman, Teresa Brooks, Trudy O'connor, Yolanda Huynh

Transcript

Call to Order

Suzie Hessman: Okay, so we are officially starting the meeting for District East IOC. It is July 12th at 5:03 pm and Michelle. If you'd read the disclaimer for us, please.

Michelle Rademacher: Certainly. Does any committee member have a conflict of interest to disclose please do so now?

Suzie Hessman: I think we've got a lot of shaking heads. No.

Welcome and Introductions

Suzie Hessman: We will go ahead around with introductions. I'm Suzie Hessman, chairperson. Kin.

Kin Counts: Kin counts, committee member.

Suzie Hessman: Rebekah.

Rebekah Gigliotti: Rebekah Gigliotti, Committee member.

Suzie Hessman: Teresa.

Teresa Brooks: Teresa Brooks, Committee member.



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Suzie Hessman: Yolanda.

Yolanda Huynh: Yolanda Huynh, Committee member.

Suzie Hessman: Beth.

+1 480-*-**56:** Elizabeth Bird, Committee member.

Suzie Hessman: All right, and I want to make sure that Sarah and Amy, neither one snuck on while I wasn't watching. All right, Michelle, if you would proceed with everybody who isn't a committee member for me, I would appreciate that.

Michelle Rademacher: Certainly. We have a Katrien.

Katrien Filez: Hi everyone. Good evening, my name is Katrien Filez, Behavior analyst and PRC Administrator. I'm overseeing District East and District North. District East Chair cannot make it tonight. So I am here to answer any questions.

Suzie Hessman: Thank you.

Michelle Rademacher: Thank you. Joan.

Katrien Filez: Welcome.

Michelle Rademacher: You're on mute. I'm so sorry.

Joan McQuade: That's okay. Hi, I'm Joan McQuade.

Michelle Rademacher: Thank you, Trudy.

Trudy O'connor: Hi, I'm Trudy O'Connor quality assurance manager for District East.

Michelle Rademacher: Thank you. Leah.

Leah Gibbs: Good evening. I'm sorry. I'm a couple minutes late. I'm Leah Gibbs and I'm the administrator of the Office of Individual and Family Affairs for DDD.

Suzie Hessman: I like your background.

Leah Gibbs: I just got it new today.

Suzie Hessman: It looks great.

Michelle Rademacher: Dawn.

Dawn McReynolds UHC OIFA: Hi everybody. This is Dawn McReynolds with United Healthcare OIFA.



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Michelle Rademacher: Thank you, Larry.

Lawrence Allen: Good evening, Larry Allen with ADOA.

Michelle Rademacher: Thank you, Fredreaka..

Fredreaka Graham: Hello. It's Fredreaka Graham with AHCCCS.

Michelle Rademacher: And my name is Michelle Rademacher. I'm the DDD Independent Oversight Committee liaison. Did I miss anybody?

Michelle Rademacher: Okay good.

Call to Public

Suzie Hessman: Thank you, we have a call to the public. Is there anyone from the public on the call?

DDD Policy and/or Legislative Issues

Suzie Hessman: Then our next agenda item is DDD policy legislative issues. I know there were a lot of emails that got sent out and I didn't read any of them. Thank you very much after I told you guys, before the meeting, what was going on with my daughter. I'm just gonna. Yeah, my daughter is having her fourth bout of pneumonia in the last eight weeks at the hospital.

Leah Gibbs: Suzie.

Suzie Hessman: And she's not doing well. She can't even talk and is like a catatonic person, and it's horrible. So it's been super stressful. So I haven't read any emails. It's like I have good excuse for

Leah Gibbs: We have lots of other things that we need to get primary attention to, please know she's in my thoughts and prayers.

Suzie Hessman: Thank you, I appreciate that. So I'm going to defer to you if you have any highlights from any of those non-read emails that we should know.

Leah Gibbs: Did other committee members have an opportunity to look at the legislative updates that were sent out.

Leah Gibbs: Let me give you just some pretty high level things, Okay?

Suzie Hessman: That's great.

Leah Gibbs: you're getting them because the legislation says, IOC gets an additional 30 days and our criteria is any new policies or policies that have significant changes. But please understand that significant changes don't always impact member rights, abuse, neglect, exploitation, those oversight



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things that are going on. A lot of the policy changes that you're seeing right now are a combination of things. The Division is in the process of reviewing policies. That's part of a regular annual process. We are also looking at updating and our policies to reflect language that are part of that NCQA, National Committee for Quality Assurance, accreditation that we're working toward and a lot of these things are

00:05:00

Leah Gibbs: incorporating those practices and expectations and I know you all know me, but I'm always looking at policies from a vision of parent, family, IOC impact, kind of thing. And I would never say to you that there's nothing in there that you wouldn't want to be concerned about because that's not my role. But I can say to you that you're probably not missing a ton. If you're comfortable with that.

Suzie Hessman: Okay.

Leah Gibbs: I know there's a lot, but trust me, we're not done there's a lot more coming.

Suzie Hessman: Yeah. great.

Leah Gibbs: For example, we just said, We just put out for public comment our member rights policy. And we are now adding a ton more rights into it and we're rewriting it and expanding it. So it's all for the good and that one's going to be a couple months, probably before it gets back to you again because it's got to go through our internal process first. But yeah. You're going to continue to get those. If at any time any member sees something that you have a question or a concern or you think there's another way to maybe say it you can go directly into our policy website to upload those comments. It's just as IOC members, you have that extra 30 days.

Suzie Hessman: Okay, thank you.

Leah Gibbs: Okay, okay.

Suzie Hessman: before I go on, I should ask if any of our members have any other policy or legislative issues that they wish to discuss.

Leah Gibbs: I just think as a committee that you would probably like to be aware that the governor has signed the new legislation around supported decision making. That historically has tried to run a couple of sessions and had never gotten voted in.

Leah Gibbs: And it's going to take some time for the organizations that had asked for the legislation to now meet and talk about exactly how is Arizona going to make that look and how is it going to be implemented? So it's going to be a little time still, but absolutely, as that work occurs we'll want to make sure we loop you all in to what that's gonna look like because it will impact our members and those planning meetings but we want to have all those processes down and please know that the Division does have some of our executive leaders who are working alongside the raising special kids and the Arizona Center for Disability Law and the Arizona Developmental Disabilities Planning Council, as these things are occurring, so that we can make sure that we are all consistent in understanding as these implementation



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starts to happen. It doesn't legally go into effect until January, so for the next several months. Those steps are going to be occurring.

Suzie Hessman: And if I understand it, that it's not taking away the opportunity to have guardianship. It's an added...

Leah Gibbs: Absolutely. Yeah.

Suzie Hessman: Legal protection, that's another option. If you have a family member who doesn't need full guardianship, but they still need support.

Leah Gibbs: That is a perfect way of saying. You're exactly right. One of the things Michelle reminds the committee about all the time is that we have our public town hall events on the first Thursday of each month and I just think that would be great to let you all know that our speaker for our August town hall is going to be Raising Special Kids who will be presenting on guardianship and alternatives to guardianship. And our September speaker is going to be through the Arc of Arizona, specific to supportive decision making. So those are really important topics,...

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Suzie Hessman: Okay.

Leah Gibbs: So if people are available you may want to attend.

Suzie Hessman: Okay.

Rebekah Gigliotti: What day in September is that?

Leah Gibbs: It's the first Thursday so give me a second and I will be able to answer that question. It is Thursday, September 7th is the first Thursday in September.

Yolanda Huynh: The first Thursday in September or August.

Leah Gibbs: September will be supported decision making. The first Thursday in August is August, the 3rd, and that will be on guardianship and alternatives to guardianship.

Yolanda Huynh: Where is that located? Is that going to be online?

Leah Gibbs: They are always virtual and when you open the main page to the DDD Web page, and I'll put that link in the chat for you. If you scroll down to the bottom of the page, there's a link directly to that public town Hall event. So it's a zoom meeting and when you open our page, you click on the link, it'll take you into a zoom meeting to join us.

Chat Message Leah Gibbs : <https://des.az.gov/ddd>

Yolanda Huynh: Okay, thank you because that's something I would be interested in attending.



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Leah Gibbs: Sure, I'm glad to hear that. Thank you.

Yolanda Huynh: Thank you.

Suzie Hessman: Teresa, you had your hand up. Did you have something? Or was that the same question you wanted to know?

Teresa Brooks: It was the same question, but I will add Leah that this is very timely, as in some group discussion has come up on guardianship and I've been trying to help people because a lot of people, they think they have to go get an attorney and they don't. So, I've helped a lot of people through that process and so I'm glad that more help is coming.

Rebekah Gigliotti: Sorry. No,...

Yolanda Huynh: Sorry, go ahead.

Rebekah Gigliotti: I know My mom would really probably appreciate the fact that she doesn't have to spend money on a lawyer for guardianship. So I will definitely send that link to her.

Kin Counts: Will the support coordinator be educated into passing the message through, when they need a meetings. Yeah.

Leah Gibbs: There is no doubt that part of what we recognize, Kin, is that we're going to have to do some internal training about the function and role of a support coordinator, because they really need to be that independent person. They're not going to be part of the people that the member assigns as their supported team for their supported decision making. But there's a lot to work through as a state about exactly what that's going to look like. When the time comes, we are absolutely going to be training support coordinators on that. In addition, there's a work group and I feel like I'm giving my update and I'm sorry Suzie.

Suzie Hessman: No, it's okay.

Leah Gibbs: There's a work group that is working to develop a quick reference guide. A one-page document specifically to help families with what those options are around the legal options, when somebody turns 18. And where do I get information about full guardianship? Where do I get information about? What does it mean to be a medical power of attorney? What's it mean? To be a financial power of attorney? What's it mean to be a conservator? What's it mean for supportive decision making? With some references to where to get the education. We have to be very careful that we're not giving legal advice to families, but we can absolutely make sure that we're connecting people to the right resources.

Suzie Hessman: Right.

Leah Gibbs: So that's what we're also working on.



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Kin Counts: That. Yeah, because I think we have to be on the same page because sometimes support coordinators give wrong information, and parents get frantic. As to what I should do, should I go supportive decision making or is DDD going to start the guardianship when it is 18 that One time they decide on it, and now, I'm glad it's not. So I think the support coordinator updated everything. So parents don't get confused.

Leah Gibbs: There is no doubt about it. Yeah. And that happens to be a work group that I'm sharing, so, Yeah.

Suzie Hessman: And also, just my two sense, that it should be something that is in every planning meeting when they're 17 years old, that whole year, because it takes a good six months to get through the court system. So, at 17 and a half, if you're going for guardianship, you want to be filing to go through that process.

Leah Gibbs: I completely agree with you wholeheartedly and we haven't landed at 17 yet. We're even talking about it at 16 and a half because they're kind...

Suzie Hessman: Okay.

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Leah Gibbs: It's not just the process, it's the decision, leading up to which route you're going to go, And so trying to connect people to for example,...

Suzie Hessman: Yeah.

Leah Gibbs: raising special kids does a training specifically on this and...

Leah Gibbs: and they provide it statewide they provided in English and Spanish. And if we can give families enough time to know that there's this resource. Here's how you can get a hold of them and you can then make some more educated decision-making as you decide what route is best for you and your family member. Yeah.

Kin Counts: Go back 14. I think should tie hand in hand with VR.

Kin Counts: You are going to a vocational rehab, VR. They should go ahead in hand with this so that the parents are able to see that, and will be able to make the decision when they're in a VR. Process. I think.

Leah Gibbs: You are correct that VR referrals start at age 14. That part is correct. I appreciate your input, Kin and I don't know what the outcomes are going to be. But this workgroup is working with the other stakeholders in the community. The agencies around here are going to help us with exactly how we're going to roll that out. Okay. Okay.



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Michelle Rademacher: So this would be a good topic to add to the agenda for the next meeting. We do want to be careful going into too much discussion on this since it's not on the agenda. That is the guardianship discussion, okay?

Leah Gibbs: Thank you.

DDD Staff update

Suzie Hessman: Okay, then we will go to DDD staff update, and Leah, you already started. So let's go ahead and have you finish what you have to say.

Leah Gibbs: So I have reported out to the group before about several of the different initiatives and we're still working toward those. So the education for behavioral health agencies that provide support to members who are dually diagnosed is still moving forward. The work that we're doing around the enhanced behavioral group home and the alignment with the legislation around the behavioral supported group home are still moving forward. If I hit topics that you don't remember me speaking about, before I can go into more detail. I think I shared with your group last month that the Division is looking at implementing a new request for qualified vendor application. That existing vendors will be signing up under a new contract. That'll be going into effect next year. So that is still happening. One of the things that I would love to share with the group is the Positive Behavior Support Committee. That is moving forward. It has gotten to a point at this point where we have...

Leah Gibbs: We have a work group who are piecing together curriculum to finalize, what we believe will be the curriculum the state wants to use, that qualified vendor agencies will be able to use. The state is going to mandate that training for all of our direct support professionals that work in the state operated group homes and intermediate care facilities. And then we are going to be contracting with an agency that will provide the same training out to family members and caregivers who are interested in having access to that. The work group is also been identifying, what we're going to use as our data collection to demonstrate the impact that we're hoping that this outcome is going to have and the group that is identifying that data collection has decided that they would like very much to be able to publish the outcomes that we're hoping, we're going to see with rolling out, positive behavior support statewide. So, we're working toward that as well.

Leah Gibbs: We are in the next 30 days. We're going to be having a separate Web page on our website regarding the project, so that if people want to know where we are and what we're doing, and what it represents that will be available to the public. So we're moving forward with that.

Leah Gibbs: I believe. And when I mentioned quick, reference to guides. Does that sound familiar from last month? Thank you. So, we are continuing to develop additional quick reference guides with the goal of creating a library of them and so we're really excited about them. Right now. I am finalizing some around eligibility, breaking them up into the DDD eligibility for parents applying for an infant, age Birth to three, One for eligibility from ages three to six, and One for eligibility for six to adult. We are also finalizing when that is literally how to fill out the application because people kind of get confused on how to do that.



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So we're moving that one along and then when we're done with that one, we're gonna do one on the redetermination process about we're required by law that when there's a DDD member we have to Redetermine at six ...

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Leah Gibbs: And again, at age 18 to determine if they still meet the qualifications and are still eligible for DDD. So we're going to be putting one out on that, where we are working. The reason I was a little late is we're working on some around employment where we have one that we are almost done with about our Employment First initiative for Arizona and DDD. One, that is around our relationship with DDD and working with vocational rehabilitation and what that looks like, what DDD does, what we do with vocational rehabilitation, what VR does to help members find employment.

Leah Gibbs: Then when that one is finalized, we're going to publish one that kind of gives a high level of the different employment services that are available to support our members. So that's a group that I'm moving forward on. We have one that is almost finished that is around just support coordination in general. What's the role and function of a support coordinator and what is that hierarchy, if I can't get a hold of my support coordinator, who do I call next? And How do I get help? So, that We have one that is almost finished about Able accounts to get people high level information about what they are and the benefits. So, all of those things, I have a list of about 20 that people would like us to build, but we're building them as quickly as we can to make sure they're effective. So they'll continue to roll out. They're all posted to the DDD webpage, as they're finalized, and we are working with our communications team to identify folks...

Leah Gibbs: who have their own outreach to DDD members and families through their organizations that we share them to them and they will share them out so that it's not just DDD trying to get the word out. It's the other stakeholders and organization supporting us with that. So we're working toward that as well with that project and as a committee, if you can think of topics that you think would be really valuable to have on a single page, because so many things, we kind of need a book for, but a single page that can help families, get a better general understanding of where we are, then us know, let Michelle know. We can get them added to our list and we can work on those as well.

Leah Gibbs: The other thing I'd like to announce is that the AHCCCS administration has announced that they are looking at the parents as paid providers for their minor children flexibility that went into place during the public health and emergency as potentially becoming a permanent way of how AHCCCS allows services for members. They are conducting two public forums to get input from people about their proposal around working with CMS for this to move forward. On the AHCCCS Web page, they've dedicated a page specific to this potential amendment and the language that they are proposing and I'll put the link to that in the chat so that if you are interested you can look at that. Part of the proposal includes, what we're referring to is guardrails sort of some structure



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Leah Gibbs: Around how that program will work. And so we will be encouraging folks who can attend those public forums to, please do that. And so, I will share that link and that's sort of my updates unless you have any questions. Hi Kin.

Kin Counts: Yes, yeah, so it does the library of websites that we're talking about. Have you considered about those that have no Internet access? no.

Leah Gibbs: Absolutely. We are actually printing all these documents as well. We have hard copies in English and Spanish. And they're on the web page.

Kin Counts: But a handbook,...

Leah Gibbs: I'm sorry.

Kin Counts: kind of thing. A handbook.

Leah Gibbs: their individual pages and Our support coordinators have them available if they want to hand them out. We do a lot of community engagement activities, through our community engagement team. We take them to our tables and we share them along with the Member handbook and the member rights book and Able accounts, and all those other information documents, we're sharing them there as well.

Kin Counts: Yeah, that'd be great, especially for the tribal community.

Leah Gibbs: I agree, and I'm hoping that as time goes on, we'll hear more recommendations of what will help them as well. Hi Teresa.

Teresa Brooks: So I just did a quick search for quick reference. Where do I find those exactly? Okay.

00:25:00

Leah Gibbs: So let me walk you through it, I'll put the link in, but when you go to the DDD homepage, on the left hand side is a link that says Members and Families. And that takes you to the Members and Family Resource page. And as you scroll down that page, there is a kind of a gray bar and it reads "Member Manuals and DDD policies". And when you open that, the quick reference guides, there are only three right now that are posted, but that's where they're going to be, and that's where they'll be housed. And again,...

Teresa Brooks: Thank you.

Leah Gibbs: as I said, I'll put the link in the chat. You are very welcome.

Chat Message Leah Gibbs :

<https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources>

Suzie Hessman: Okay. Thanks. Leah.



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Suzie Hessman: Michelle, you want to take over and find out who else for DDD has any updates there. Joan's got her hand up because she's got to leave.

Joan McQuade: I figured let me get my update done now. The only update I have is as you probably are aware.

Suzie Hessman: Yes, thank you.

Joan McQuade: Jeffrey is no longer with the IOC. But he is still within OIFA. He's now going to be the DCS liaison, I think it's a great promotion and an opportunity for him. He's going to do wonderfully. That being the case. At this point, Michelle is now the liaison for all five districts. So, I know, she's gonna do a fantastic job in the interim here. Just to let you all be aware that if you reach out to her with a phone call or an email. She may not be able to get back to you as expeditiously as before because she's now covering all five of the districts.

Joan McQuade: And you can always reach out to me as well if you need to. And I'm gonna be on annual leave the last week of July, and Michelle is going to be on annual leave the first week of August. We hadn't planned for Jeffrey to leave. so, I think.

Suzie Hessman: You should get mad at him.

Joan McQuade: Yes. Yes. Come back and cover. No, I'm just kidding. And I think Michelle will be fine without me here. How I'm gonna manage for that week without Michelle is going to be interesting. I got a feeling my mantra will be. I'm learning so many new things. But, I just wanted to let you know. So that as far as expectation for communication, I mean Michelle's on it. But because she's having to communicate with all five districts that she might not be as quick as normal.

Suzie Hessman: And you said, you're going the last week of July and she's gone the first week of August Okay.

Joan McQuade: Yeah, I'm going to Boston to see my grandson, my granddaughter, and my son, and my daughter-in-law and get to really understand what humidity is all about. I'm over here whining about it, being sticky and I'm thinking gee and a couple of weeks you're just gonna be melted.

Suzie Hessman: Okay.

Joan McQuade: And if any time you have any questions or you need anything, you can always reach out to me as well. And I'm gonna put my contact info in the chat so that you'll all have it, if you need it, okay?

Chat Message: Joan McQuade 480-353-8538 JMcQuade@azdes.gov

Suzie Hessman: Great. Thank you, Joan.

Michelle Rademacher: Trudy, did you want to provide an update next? Thank you.



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Trudy O'connor: So let's see, last time I let you guys know that we had five vacancies and then filled them and we've had two of them. So we've had two that will be leaving now. So it's always a juggling act that we've been furiously working to prioritize all of the questions that everybody had for our, your review? Of all of our cases. So we have a lot to go, but we started really prioritizing those. So we should be getting those soon. You just posted two new positions if anybody wants to reference people to the job site, you've got two openings.

Suzie Hessman: Thank you.

Michelle Rademacher: Katrine, would you have an update today by chance?

Katrien Filez: Hi, good evening everyone. An update, I think most of you if not all know, Bernice Curro, Sanchez or relatively new chair for this at least. Relatively new, I think six seven months now in her role and still learning, although I think lifelong learning process.

00:30:00

Katrien Filez: But just recently her admin resigned, so we have a vacancy there and initiated the process. We do have contractors in place, who are doing a fabulous job in helping Bernice in catching up with the backlog that we had in that district. Despite other support from other districts and my colleague and myself included. So that's an update. I have the question. I don't know if I can ask that now or later.

Suzie Hessman: Sure, sure. Go ahead.

Katrien Filez: And Bernice asked me for an update on the IOC review of District East behavior plans. I believe a contact was given to us. I think we provided access to that shared Google Drive. But it has not started yet, so I was just wondering. Where we are at. Do you need anything from us? How can we help move forward with this?

Suzie Hessman: I know that we've had access to it. Our issue is been that we haven't had members available to review.

Suzie Hessman: Honestly, with my personal situation, it hasn't been top of mind to follow up.

Suzie Hessman: So yes, right now we don't. And I know there's a backlog from what she said. I think it was all the way back to February. That you've got.

Katrien Filez: I think so, yes.

Suzie Hessman: Yeah, which makes it all that much harder. Michelle. Yeah,...

Katrien Filez: Right.

Suzie Hessman: go ahead.



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Michelle Rademacher: I did some follow-up within your committee on the behavior plan reviews. But I'm not sure Katrien was asking if more assistance needed to be provided, more direction, or if I should reach back out, we also have an IOC member from another district who has been attending District East PRC as a volunteer, not as an IOC member and that person has asked if they could represent District East as IOC for PRC for the current time. But I don't know how your committee feels about that. PRC doesn't know how your committee feels about that. So that's just something that you could also give us feedback on, that would be helpful.

Suzie Hessman: And who is that? That's attending.

Michelle Rademacher: That's Keith Jansen from District South.

Suzie Hessman: Okay.

Michelle Rademacher: Right now, he's not attending as IOC, but he was not solicited as an IOC member, but he has offered.

Suzie Hessman: Okay.

Kin Counts: Isn't he the chair of one of the districts Michelle, right?

Michelle Rademacher: Yes, yes.

Suzie Hessman: I don't know if it's appropriate for us to respond to that now, or if we need to wait until we get down to the item of Incident and Plan's item number 10.

Michelle Rademacher: Why don't we give us some time to process that. and...

Suzie Hessman: Okay.

Michelle Rademacher: we can look at all

Katrien Filez: But if I can just add one more piece of information to that there as you just mentioned Suzie,...

Suzie Hessman: Yes.

Katrien Filez: There is quite a lot of behavior plan packets, to be reviewed, the results of backlog and it continues to build. So I think more than one person definitely would be needed as to not overwhelm

Suzie Hessman: Yeah.

Katrien Filez: The person who would be assigned to that but again, I understand the availability is not always there. We also see that with our PRC volunteers and that's why I think also Keith stepped in as we are always looking for volunteers. Yeah. But thank you for taking the time to look into that.



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Suzie Hessman: Thank you.

Katrien Filez: That would be greatly appreciated.

Suzie Hessman: Okay.

Suzie Hessman: All right, Michelle, do, besides you. Do you have anybody else from DDD? I don't think we do that need to give updates, Okay,...

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Michelle Rademacher: That is all of the DDD.

Suzie Hessman: And you just want to wait until you do the liaison on?

Suzie Hessman: Number eight,...

Michelle Rademacher: Okay, it's up to you.

Arizona Dept. of Administration (ADOA) Liaison Updates

Suzie Hessman: Okay, we'll do that. So then we will go to ADOA liaison updates, Larry. How are you? Hi.

Lawrence Allen: Hello everybody. I'm good. Y'all doin' alright? A couple updates for the committee new,...

Suzie Hessman: Yeah.

Lawrence Allen: fiscal year for the state started July first, so annual report will encompass June of last year through. Through the end of June this year. So you have plenty of time for that report. So don't worry. And so, please, if you don't have a subcommittee to complete that report, you all might want to consider that. I do think it's beneficial to have more than one person working on that report. It takes a little pressure off. One person, spread that out to two or three people.

Lawrence Allen: And so that's my update on the annual report. I'll be sending out an email back out to you, so it'll sit on top of your inbox, what's needed to go into that annual report. There's a guide in the IOC manual that lays out what items you need to look at. And if your committee addressed them, then please include that and that report. So, I'll send that out for all to look at and review. The other update would be the...

Lawrence Allen: The Confidentiality form that you guys completed for me. So thank you all very much for doing that. I know that was a little bit of a hassle at the beginning and in the middle because we didn't have Adobe sign. Now we have Adobe sign which made it a little bit easier to finish up. So thank you for your patience and getting that to me. That spurred another little audit and kind of a scrub of what we're doing administratively with the committees. So there's going to be a little bit of change in how we approach the executive session. Should you have to go into executive session. So there are nine reasons



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why. You can go into executive session and really, the only reason for the committee would be for confidentiality for HIPAA, PII.

Lawrence Allen: So, we need to get specific on the exact, we have to list it on the agenda and get specific on why we're going into executive session. So, you see the plan a little stiffer, our thought process. Before the meeting instead of during the meeting, if that makes sense. But we'll help you get that situated and set up as we go and then during the course of the meeting we'll have to set up a breakout room within Google meets. We've been playing around on that and we discovered that you can shift the committee to a breakout room. Where just the committee itself, away from the public, can discuss that sensitive information and then come back into the original Google Meets link to either vote or end the meeting.

Lawrence Allen: So those are just some things that we need to work through, and we'll be there 100% of your way. The whole time to help you guys navigate that process, I just don't want any surprises or whatnot for you guys but I will put that on email and email format to you as well. I tried to get that out to you today, but I just ran out of time. So that will be sent out as well and some other little things regarding quorum but just really doesn't really affect this committee but the IOC's are slotted with seven slots and 15 so no less than seven.

Lawrence Allen: And no more than 15 members can join a committee. Correct. So four, is the quorum number for seven. So you can't have any less than four to make quorum. So if you have a committee of four people, you need a hundred percent attendance. So it gets a little tricky when you get down to the lower numbers. But again, we'll be there to help you through that process as well. And I'll be sending that out the email as well. so,

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Suzie Hessman: So they're no longer taking quorum based upon the total number of committee members?

Lawrence Allen: No, no that's the way I interpreted it that way. When we started, if a committee had six people that four would be enough or if we had four people in the committee and you had three would be enough. That's not no longer the case, it's no longer 50% plus one. You're going off that seven number. That's the way it's written in statute and it was very gray. And it wasn't very clear and it took a while to get that sorted out.

Lawrence Allen: With me and some of the ADOA leadership that I had calls with and whatnot. So, it took a while to get that figured out and how they do that. But again, I'll put that in an email format for the group. For you to look at and to review. And I'm also working on another training, kind of a synopsis of the manual, kind of whittle it down to where just a brief explanation, and a link to that particular statute, so that way it'll be easy to look at, read, hit the link if you need to look at it in depth. So, those are just some other things that I'm working on in the background for the committees. And finally, the last update was the open meeting law training we had in June...



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Lawrence Allen: The slides and the recording have been posted on the IOC website. If you need me to post a link to that in the chat, I'd be happy to do so. If you haven't looked at the slides or listened to the audio of the training, I think it's very beneficial and I think it would help you quite a bit in how you approach some things or how just the day-to-day functions of your committee. And I'll be happy to put the link in the chat again for you. And I think the PowerPoint is something like 80 something slides but it's a fairly easy read, it goes fairly quickly. So

Lawrence Allen: If you haven't looked at it, I suggest you do. So I think it helps quite a bit.

Suzie Hessman: Okay, I just clarification with the quorum issue. So if we don't have a quorum, can we still have a meeting? We just can't vote on anything.

Lawrence Allen: That is correct. Just can't follow the agenda and so it's just more of an informational purposes, only so,

Suzie Hessman: What do you mean, we can't follow the agenda?

Lawrence Allen: You can't follow the agenda, so you can't run a meeting and follow the agenda but you can have a meeting and just get updates from myself, Leah, and Michelle, Joan. And anybody else which should be attending the meeting.

Suzie Hessman: Okay, because we generally don't vote on anything...

Lawrence Allen: Yeah.

Suzie Hessman: unless we're voting on membership anyway. You know that there's very little and...

Lawrence Allen: Right. Yeah.

Suzie Hessman: We hardly ever go into executive session. As well.

Lawrence Allen: Right. That's correct.

Suzie Hessman: Everything. open to the public because we're generally not disclosing any. Protected information with anything. so,

Lawrence Allen: You're right and the spirit of the role for the open meeting law is just basically transparency, And y'all did a really good job with that. So it's just more of an administrative approach on how we do things and how we look at things and how we're going to do it moving forward.

Suzie Hessman: Okay, so we can still have a meeting. We just can't vote on anything, but we're not really voting on much anyway. We would just have to defer if there was a membership vote.

Lawrence Allen: Correct. Yep.

Lawrence Allen: Any questions on that, on the updates?



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Lawrence Allen: Okay, thank you for having me. And if you think of something in the future, I'm always available with an open door policy.

Suzie Hessman: Thank you.

Lawrence Allen: Of course.

Chat Message Lawrence Allen: Link to the Open Meeting Law Training
<https://ioc.az.gov/resources/training>

Health Plans Liaisons Updates

Suzie Hessman: Okay, health plan liaison updates. Dawn, do you have any updates for us?

Dawn McReynolds UHC OIFA: I'm trying to go off camera here but. Okay, so we had a couple open positions. Did I go over Suzie previously? The structure of our team? So we have 18 liaisons and advocates in what we call our special Programs team. And so they vary from a veteran liaison to a tribal liaison along with the OIFA, which is a three person team. So we had a couple open positions that we filled this last month and one of them directly pertains to this IOC. We hired a member and veteran advocate and his name is Ian Wilson and Michelle has added him to the invites. He will be attending all of the DDD IOCs...

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Dawn McReynolds UHC OIFA: with me until eventually he'll take over. So I wanted to update you on that. We also hired in OIFA a child and family member liaison. So I'm very excited to have that new role filled and I did want to update this IOC that currently the OIFA's within the health plans are working with all of the workforce development administrators that have been updating the child and family member team meetings throughout Arizona. AHCCCS initiated that process last year and so Leah and some of her team is involved and we're updating language. They've had meetings throughout the state with different stakeholders. So when that's completed, I will give you a further update but the process has been pretty dated for the

Dawn McReynolds UHC OIFA: last 20 plus years. So they're just updating information, making it very relevant to support our members and family members and those are my updates. Any questions?

Suzie Hessman: No, thank you. That was great.

Dawn McReynolds UHC OIFA: Okay, thank you.

Suzie Hessman: Does anybody have any questions for Dawn? Before we go on.

DDD IOC Liaison Update

Suzie Hessman: All right. And then Michelle back to you.



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Michelle Rademacher: Okay, a lot of my updates that I had prepared have already been provided, so that is just fantastic. We're all thinking alike and on the same page, on the only other update I wanted to provide was July 18th is the date of the next quarterly IOC statewide chairs. The meeting is scheduled in the evening. This time, it's scheduled for 5:30 to 7:30 and the meeting is open to all IOC members. If you would like an invitation, let me know and I'll send it out if anybody has any questions just let me know.

Yolanda Huynh: Michelle. I'm sorry,...

Michelle Rademacher: Yes.

Yolanda Huynh: I missed tha. What was that for?

Michelle Rademacher: It is the quarterly IOC statewide chairs meeting. So the chairs all get together every quarter and have a meeting and typically, it's a daytime meeting. This time it has been scheduled for an evening event. So if anybody wants to visit this meeting and listen in and hear what the other IOC committees, the other districts within DDD, have to report and to discuss, you're more than welcome to attend the meeting. Certainly.

Yolanda Huynh: Okay, thank you. Michelle.

Michelle Rademacher: And that's the extent of my update.

Suzie Hessman: And with that update with the statewide I saw emails go back and forth, requesting Kin that you attend and I wasn't quite clear then on your response, Michelle that Kin, Are you going to attend those and report for DDD? I can't even get all the acronyms, right?

Kin Counts: DDAC, DDPC. Something.

Suzie Hessman: Yes.

Kin Counts: Yeah, sol spoke to, I can't remember. So the chair. I think the West is at the west.

Suzie Hessman: District West.

Suzie Hessman: Yeah, De.

Kin Counts: Feel as DDD he wants me to represent.

Kin Counts: And, the district is to speak on, what is in a Planning Council and a Advisory Council. So I told her is that basically we discuss a lot of things because when I sit as a human rights representative, so I said, and usually are pretty protected.

Kin Counts: Of the rights of the members. So there's really nothing unless there's some things that I feel that's concerned. I want to bring it up but other that the others when we have the Planning Counsel we discuss a lot on the plans about grants and things like that. Which is, there's not really concern that violate



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the human rights and then for advisory council, I mean, it's basically the same. We discuss general topics. we talk, what we discuss here and what Leah has talked about, the things that would be discussed during that time. usually. So I just told her that one, unless something

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Kin Counts: Is a concern on the human rights then that's really no updates for me to bring up because all the information will be out there.

Suzie Hessman: Okay, makes sense then Yes, Michelle.

Michelle Rademacher: So, I did want to add the email that you were copied on. I was providing information to you and Kin per that request from District West for the statewide meeting. I did look it up and I did find Kin that you are an IOC representative on the committee. I believe it's the DDAC and then for the DDPC, De has invited another representative to provide an update at statewide for that one.

Kin Counts: PC

Michelle Rademacher: So I'm pulling up the agenda right now so John Myers is going to provide an update on the DDPC.

Michelle Rademacher: And Kin is slated for any updates, which you stated right now, you don't have updates but slated for updates on DDAC as the official IOC committee member on that committee.

Kin Counts: Yes, Joe Myers is the executive director. So, he usually do the PC.

Michelle Rademacher: Yep, I agree with that too.

Michelle Rademacher: Sorry about all the acronyms. Yeah.

Michelle Rademacher: DDD Advisory Committee and DDD Planning Committee. That's the PC and AC

Kin Counts: Planning Council.

Suzie Hessman: Think yes.

Michelle Rademacher: planning counsel.

Michelle Rademacher: I'm so sorry.

Suzie Hessman: Yeah.

Suzie Hessman: Thank you for clarifying that Okay then I'm sorry. Michelle, were you all done with your update, then? Okay,...

Michelle Rademacher: Yes.



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Discussion, Review, and possible action on Committee Memberships

Suzie Hessman: Then our next discussion item is review of any possible committee members and I saw Teresa threw out the Volunteer coordinators information on there, which yes we would like her to find us more volunteers, especially PRC, for the PRC Committee volunteers but I'm assuming, Michelle, we don't have anybody in the queue. There's nobody that I've seen any emails about

Michelle Rademacher: No, not currently.

Chat Message: Rebekah Gigliotti: I have a nurse friend that I work with who has a son with special needs. She may be interested in being on this committee. Who do I send her email to?

Chat Message: Teresa Brooks: Liz Perez is the Volunteer Coordinator elizabethperez@azdes.gov

Discussion and Review of Incident Reports and Behavior Plans

Suzie Hessman: All right, then our last discussion item before adjournment is review of incident reports and behavior plans. And I know before the meeting Kin had some concerns. So I'm going to turn it over to you Kin, go ahead.

Kin Counts: Yes. So. That's the incident reports. I have concerned in a second category of the medication errors. So, what I've been seeing, when I was reviewing, is always a recurring issues of refused, not on time, miss doses here and there and my concern that is scary for me to see that because medication nothing is very serious. Missing doses, over doses, you give again and in this moment, give later again and usually it's like they call the pharmacy and it's always okay. But

Kin Counts: When every time it's okay, okay, sometimes it may not be okay, because our members, we do not know by certain medication, it has to be very on time and you cannot miss a dose because I just give an example and my son is on seizure medication. It cannot miss a dose. It has to be on time because then you trigger the seizures and things like. And so my question is there and Michelle has kind of given information something that proactivity doing something that we can monitor to this situations because this

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Kin Counts: They are preventable. I mean, to make sure that everybody checks their last sign, whoever gave the medication and things like that, and also to make sure that prescription are made on time. Don't last minute to look at it and said, Oops, sorry, it's not refilled. So I think this is important that DDD makes certain cases that have to be kind of like.

Rebekah Gigliotti: Right.



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Kin Counts: And also to say that, Okay, I need to see this to make sure that medication I've given on time correctly, the person who give them because if leave it to vendors, I'm very sure that many times they are not report, I get that on that, it's not going to be reported. There's only some cases and more that missing doses. Forget people getting the count issue.

Kin Counts: So yeah, so I really want to see something that can be enforced into it to say that, our members, because that's a safety risk. And that it's been looking to and you think okay the medication given correctly. It doesn't matter what medication. We are not there to tell them. This is Correct medication. No, according to the PCP instructions as to how this given, when should be given, and not miss dose and call pharmacy and say Is it okay? Anyway we're gonna say is I mean already miss a dose what we're going to do. And then it has PCSP informed and things like that. So I really want to see some state changes in this because it is just the same issues happen every single time. So yeah, that's my question.

Suzie Hessman: Yolanda, you had your hand up.

Yolanda Huynh: Yes, I had a question in regards to that, can on the information that is provided for on the report. Does it say that it is taking into consideration that maybe the person refused to take it, does it give a reason why this is happening in that situation?

Kin Counts: In an incident report, sometimes they do like, members refuse to take it. okay, so they recorded...

Yolanda Huynh: which,

Kin Counts: but then there's many times, it's not it's just, staff A gives, staff A forgot to log in the check and then the templates are missing in numbers and things like that. No reason was good. so we do not know,...

Kin Counts: everything is based on what we read on the report. So that's why we need to enforce something to make sure that this doesn't happened. I said, if everybody keep a close look to it is preventable. It's not like accidental, they hit themselves and things like that. So it's a great concern in my opinion.

Yolanda Huynh: I would say they would have some type of monitoring or tracking that those instances. yes or no like don't they have to write it down just like they would facility Not.

Trudy O'connor: Yeah, you keep medication logs.

Kin Counts: You should. They have the logs, right?

Trudy O'connor: Yeah. And in many instances, we're going out to those responding to those in person so we can look at their tracking and what the mechanisms are to make sure that they're following things that they should be, tracking it and they've got things documented correctly. That they're trainings are appropriate, that they're up to date. And oftentimes vendors will do retraining of their staff right away. In



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response to those kinds of errors. And also if we find medication errors, when we happen to be at a site, we go back and make sure that it's resolved. So that it's corrected before,...

Yolanda Huynh: Okay.

Trudy O'connor: We let it go. Right.

Suzie Hessman: Trudy is there a certain ...

Kin Counts: but,

Suzie Hessman: if it's happened with a certain agency so many times? or what's the trigger to then determine you need to go out there?

Trudy O'connor: All the tracking and trending is done by our triage department, which is a team of nurses. And they do look at those trims, absolutely.

Suzie Hessman: But there's not a cut off. if this happens with this agency, at this particular group home four times, then we're gonna go out and...

Trudy O'connor: Will be.

Suzie Hessman: look at it, or, with a particular member so many times or

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Trudy O'connor: Certainly that's a trend that we would pick up on it. If it was a particular member numerous times, we've had some that are refusing multiple times. We will have that become a case that we're looking into. But yeah, those are all things that are evaluated by the team but no we don't have a particular figure really because all of our agencies are different sizes. So you can't say, What's the big concern for a company that has one group home, where they're administering medications, that's not going to work on a larger scale. but, we can certainly have our triage department give some more details on how they do that.

Suzie Hessman: That would be good. That would be helpful wouldn't it Kin?.

Trudy O'connor: Okay. Okay.

Suzie Hessman: Okay.

Kin Counts: Yes, I would think so because my other concern, even if vendors the good homes are not enforced to do something. They'll be a lot of missing reports. I mean what we see is 10, they be the other cases if they know the consequences, that I mean, not all are Bad, I mean things happen, human, you never know. And those are not reported. I'm very sure because sometimes they look at it, aww it's minor, I already called the pharmacy so it's okay, they say you miss it, it's So we need something to say that, You need to submit a report and every time we have a review, maybe weekly and who sigh where the



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prescription uptodate. Because if you just give a generous and say that, okay, you need to do it, seven days before then. If that is the case, why is that

Kin Counts: Incidents happen. I mean, it is already in there, they should be followed, it shouldn't happen, but it does happen. It's not only one time with one agency, it is many times, different ones, so that means something is not right? Because it is not enforced. If I remember, I do it. If I don't remember. Okay, I won't be reported so,...

Kin Counts: Yeah.

Rebekah Gigliotti: Yeah, so, when I was talking to Jeffrey, when I first started, he said that not all people who passed meds are nurses. Some of them are medication techs. So, I'm a registered nurse, and I'm trying to know what medication is, what the side effects are, how to take vitals, what to assess for and I'm trying to think, It's appropriate to give it's appropriate not to give. Jeffrey told me that regular med. Techs are not able to do prn meds because they can't make that clinical judgment. The way a nurse can. So I'm wondering if a lot of this is happening because the people that were allowing to administer the medications are doing what it says on the bottle or what it says in the order. But they're not trying to critically think about what are the potential issues? If this is a dose, Let's say the client's refusing their seizure medication. yeah, they have the right to refuse but what do I have to assess for? They're not going to know how to do that.

Rebekah Gigliotti: You know what I mean? They might not know what to look for going forward. So maybe putting something into place, where, if you have RNs or LPNs, maybe allowing the LPNs, Nursing licensed professional to administer those meds to these individuals and not a medication tech. but someone who's licensed as a nurse and knows how to critically, think about the meds on the side effects. Because not only would they most likely be given on time. But probably if a client was going to have an adverse reaction, the nurse would be able to pick up on it in a way that a tech would not.

Trudy O'connor: And that is the reason that they're supposed to call a pharmacy, to get advice if there's a missed dose so that some of that is then reviewed by somebody who's got that knowledge.

Kin Counts: Rebekah thought, with that information because we cannot enforce that we have a nurse because we have providers throughout, even in homes and things like that, that we are needing to give medication in according to instructions, in the six steps for our members. So we cannot have us in every home.

Rebekah Gigliotti: Okay.

Kin Counts: That we provide a services. I mean, so to speak, because you want enforce in group home, you have to do it for all providers. So my issue is that if it really quick and form or something like that, okay, I need a report like that. Even at home providers can do that. On what time I give Johnny the medication and things and submit it to DDD. I know to see and say, Okay, it's accordingly, who give it?

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Rebekah Gigliotti: Okay.

Kin Counts: Leave it. Yeah. So if that makes sense, so we can have every nurse in that the nurse is there, in case of maybe an emergency, something happened.

Kin Counts: Will quickly refer otherwise I think if they're going to enforce that we have to take for every provider in a home in the DTA and things like that. So it's going to be really hard, I think.

Suzie Hessman: Yeah, most people who are dispensing medications are not even a MED tech. They are a direct service provider that has very limited requirements for education. They have to do CPR, first aid Article, 9, maybe prevention and support and that's it. And then they've been given specific training on the individual. If they have a behavior service plan, things like that. So they may be just a high school graduate.

Suzie Hessman: Maybe even English is their second language,...

Trudy O'connor: If you have specifically,

Suzie Hessman: And so it's very limited because we're talking about in a group home so that could be their giving medications three times a day to somebody too. So the agencies can't afford to pay for RN or an LPN to be giving those medications throughout the day to all the individual members.

Trudy O'connor: So just to alleviate some of those concerns,...

Rebekah Gigliotti: Okay.

Trudy O'connor: they do have to take it as a direct care worker. They do have to take some training in medicine administration. So, there is that.

Rebekah Gigliotti: Okay, but it's like what happened, okay, but does the med have to be pre-prepared and take your meds at this time and prompting. Something along those lines. I'm just curious, because the hospital's, way different.

Trudy O'connor: Mm- Do they have to what? I'm not sure I caught that.

Rebekah Gigliotti: No, it's okay. Do they have to have my God, I just lost my train of thought.

Trudy O'connor: Like that.

Suzie Hessman: You were talking about Prompting for medications.

Rebekah Gigliotti: Yeah. So do they take the medication out of the bottle and give it to the client? Or is the medication already pre prepared, and then they just say,...

Trudy O'connor: It depends,...



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Rebekah Gigliotti: Take the prepared. Okay.

Trudy O'connor: some prefer that they use a pharmacy that has them prepared in bubble packs. And some do not.

Rebekah Gigliotti: All Just so I know, kind of what's normal in the group home. Okay.

Trudy O'connor: Yeah. Yeah. So just,...

Suzie Hessman: And sorry, Teresa.

Trudy O'connor: though, every medication error that comes through to us which are the same ones that you guys are reviewing, those are all reviewed by our triage department, which they're all nurses. But I can certainly have them come in and...

Rebekah Gigliotti: Okay.

Trudy O'connor: provide some insight about how they make those determinations about what's a trend.

Suzie Hessman: That would be very helpful, Trudy.

Trudy O'connor: Okay.

Rebekah Gigliotti: Yeah.

Kin Counts: Thank you too.

Suzie Hessman: And sorry Teresa you've had your hand up for a little bit.

Teresa Brooks: So this is interesting because I did read an incident report where they reported that a member had Not had their meds for a few days and they were some pretty serious, psychotropic drugs and such. And I thought if that were my son, he would be having behaviors. He wouldn't be sleeping at night. That sort of thing. Do you track?

Trudy O'connor: Concern.

Teresa Brooks: And my question that the comment that I made on there was what were the negative side effects, or were there any side effects from the member not having taken their meds? Do you track that? Because I know my son would be having behaviors and

Trudy O'connor: Yeah. Usually there has to be some pretty detailed information for it to not then require some pretty intensive follow-up by our team. So we have nurses, go out to those sites and look into those things. If it isn't...

Teresa Brooks: If I guess. Go ahead. Sorry.



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Trudy O'connor: Just if it's not very clear, there's a lot of those details missing. Those are often turned into concerns that then we're investigating.

Teresa Brooks: Yeah, that was my worries was just what was the side effects from the member. You...

Trudy O'connor: Mm-hmm

Teresa Brooks: One day you might be able to get away with it, but a few days. No.

Trudy O'connor: Yeah. Yeah. And I'm wondering...

Trudy O'connor: if The Med errors. If you're able Kin, have noted, last time that we had our meeting, that there have been some more notes in the stuff that you guys are reviewing and I'm wondering if maybe that information wasn't in the round of med errors that you may have been reviewing most recently.

01:10:00

Kin Counts: Right. Yes.

Teresa Brooks: yeah, it didn't have any information on...

Trudy O'connor: Okay.

Teresa Brooks: How. None whatsoever. Just that the meds were missed and

Trudy O'connor: Yeah, I think there is a real benefit to the way that we are closing cases at this point and putting all that information in our system because you guys were certainly missing a lot of those details that we were doing to follow up. I do think that you'll start seeing more of that because that's how we're managing all of the cases at this point.

Kin Counts: Yeah, I guess it's the template they use. I guess with the new IRs that they are using something July the so,...

Trudy O'connor: They do have. There is a new one.

Kin Counts: Pages that may help with providing more details rather than, what is going on, it's like and you can see it some already use that. That's why I can see in certain, they have more information but I think some still very stick to the old way that's really not much information.

Trudy O'connor: Yeah.

Trudy O'connor: And that's required as of October 1st was the last date that I got with. It will be the required document or a vendor might decide that they're gonna put their own header, and some extra stuff, but it has to have at a minimum what's on our form that we discussed last time. So I do think that'll provide more up front details, and hopefully alleviate some of those concerns when you're reading, wow, what happened here? But then also, we're meeting to follow up because there's not enough information,



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then I think it will help that we've been closing our cases in including that information so you guys can see it.

Kin Counts: All right, because usually have to scroll right to the bottom. In a tour and to see that, what actions have been taken by DDD and...

Trudy O'connor: Right.

Kin Counts: you all the information, but if you just at the top, it's very difficult. It's like, we do not know what has been done by you. That part...

Trudy O'connor: Yeah. Yeah,...

Trudy O'connor: I can see why that would be very helpful here.

Kin Counts: That reflects what actions have been taken. So that's

Trudy O'connor: Yeah. It's important.

Suzie Hessman: You kind of have to read the IR backwards,...

Kin Counts: Yeah.

Suzie Hessman: start at the bottom and...

Trudy O'connor: Yeah.

Suzie Hessman: go back up to have it make sense. I always read the little top section where it has a little summary of what it is. And then I start at the bottom and read backwards so that you get, Sequentially, what's happened?

Kin Counts: Yeah. He said to follow the dates on the bottom,...

Trudy O'connor: Right.

Kin Counts: all the way up.

Suzie Hessman: Exactly exactly.

Trudy O'connor: Yeah.

Suzie Hessman: Yeah, Teresa go ahead.



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Teresa Brooks: Okay, so I did have a question. I read some Cases, some IRs that had sexual abuse in them and so my question was one of the last comments that was made by the investigative team or whatever was, Document team discussion regarding potential need for behavior health. Sometimes it said, Behavioral health counseling services. And so, I had a question on the sexual education thing. Is that in place yet. Where the group homes are doing and facilities, DTAs and stuff are doing the sexual education?

Trudy O'connor: That's not something that we enforce that they need to be doing and really there's a long history. I think you guys are pretty keyed into the community. It's not widely available. or at least it isn't well known where those resources are but if...

Suzie Hessman: I'm sorry to jump in Trudy. I thought there was now and we can ask Leah, because I see, she's still on here. I thought there was now a required, because that came out of that whole abuse Committee that happened with the Governor Ducey that Because of the lady, who got pregnant at Hacienda, they rolled into those work groups that there was now a sexual abuse and education piece, that is required to be taught by the group homes and the DTAs, I guess is what it is, to the members, Leah. Are you still?

01:15:00

Leah Gibbs: Yes and that still does exist. However, it is taught at the agreement of the Guardian and the member. It's not forced on. But it's still available and the Division is working, I'm going to put it that way. We're working toward potentially contracting to an agency to deliver that rather than having the Group Home training department deliver that. So that there could be some more consistency about how it's being delivered statewide, but it does still exist. And in addition that same workgroup required abuse and neglect training of direct support professionals.

Suzie Hessman: Right, right. Okay. Yes, I remember that.

Leah Gibbs: And then Raising Special Kids is providing abuse and neglect training to family members to the parents who might be interested.

Suzie Hessman: Right. Does that answer your question Teresa?

Teresa Brooks: I guess, I don't want to just assume that because there's talking about possible need for behavior health counseling services, that they're going to be offering sexual education And training for these members and have it, giving them the opportunity to learn to know what their boundaries are and how to say, no or how to report it. I just, it's bothersome.

Leah Gibbs: I can assure you that part of the curriculum includes things like recognizing boundaries and who to report to and how to report and. That's all part of the training and...

Trudy O'connor: Okay.



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Leah Gibbs: When you said sexual training, I wanted to make sure because I'm sorry I've been multitasking, we're not teaching members human sexuality. We're teaching members about abuse and...

Leah Gibbs: neglect, protecting themselves. How to advocate...

Trudy O'connor: Okay, what you're saying? Okay.

Leah Gibbs: how to speak up, how to report.

Teresa Brooks: I guess I would.

Suzie Hessman: It is basic as good touch, bad touch. Like you would,...

Suzie Hessman: depending upon their intellectual and emotional abilities, right?

Leah Gibbs: Which is part of the advantage of having a third party help deliver that training. So there's consistency around that Suzie...

Suzie Hessman: Right. Yeah.

Leah Gibbs: But you are correct.

Suzie Hessman: Yeah. Because everything is,...

Teresa Brooks: I get.

Suzie Hessman: age appropriate for typical kids, in school, they're learning different things. So yeah.

Trudy O'connor: I do think that's a really good idea though. That we use that opportunity to prompt support coordination to offer that information. Yeah, I think that would be a good opportunity. I'll speak with

Suzie Hessman: His family might not. Yeah.

Teresa Brooks: And that's what I would like to see.

Trudy O'connor: Yeah, I think you're right. Yeah, that's a great idea. Yeah. I'll elevate that. Absolutely.

Suzie Hessman: That's great Teresa. Thank you for thinking about that. Do we have any other questions or discussions for incidents and behavior treatment plans?

Suzie Hessman: Michelle, go ahead.

Michelle Rademacher: So, how do you feel about District South participating in IOC for District East?

Suzie Hessman: Thank you for bringing that back up. I am of the thought that, right now, if there's a willing warm body there...



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Suzie Hessman: let them participate. Because we haven't been and I don't want us to get even further behind. It's not fair to the members not to have that oversight. And so what is there anybody else think?

Rebekah Gigliotti: I think it's a good idea.

Yolanda Huynh: I agree.

Rebekah Gigliotti: I'm almost done with June's but I got to go back and do some of May's too. So I'm getting there,...

Suzie Hessman: So you,...

Rebekah Gigliotti: but surely I'm yeah.

Suzie Hessman: so, you Rebekah, you started looking at the behavior treatment plans and sending in disposition forms on those. Is that what you are doing?

Rebekah Gigliotti: So, I'm not too sure what a disposition form is. I've read a couple of them and I've commented. Like I have on the incident reports but I'm not sure what I'm supposed to do with the disposition form. I didn't even.

Suzie Hessman: Okay, so I think that's where Katrien was asking if there was more assistance needed. So if she could get with you, to help, you know the format of how it needs to be approved or comments made so that you can appropriately be giving them in the format that they need.

01:20:00

Rebekah Gigliotti: Okay.

Katrien Filez: Yes,...

Suzie Hessman: Is she still on? Or, there you are. Okay.

Katrien Filez: I'm. As there is an IOC disposition. Are you familiar with the form?

Rebekah Gigliotti: No, I was taught by Jeffrey...

Katrien Filez: No.

Rebekah Gigliotti: how to make comments like read through them and make the comments but I've never seen a form.

Katrien Filez: There should be one in that folder. If not, I can find one and share with you. So it is an different, separate from the PRC disposition you would complete one per behavior plan. With basically, stating or checking off, no violation, yes violation. Which one is it. And That's then the document that you



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would send email to the District East mailbox. We can share that and with the team depending after the review, before the review, if there is any violations or not

Katrien Filez: But if you want, I can ask Bernice to reach out to you. We were not aware that you were reviewing them. Awesome to hear.

Katrien Filez: She is out for the rest of the week. So I'll ask her on Monday, possibly to reach out to you. And to go over these few steps sharing the disposition. So,

Rebekah Gigliotti: Yeah. Sometimes I know I've sent comments and she's like oh yeah, disposition. And I'm like, what? So if I know what that form is, I can just have the time I'm going through stuff and I hope I'm doing this correctly.

Katrien Filez: Okay, sure Thank you so much for doing that. So I know it takes quite a lot of time. Especially one packet can be easily 50, 70 pages long. So I'll ask Bernice to set that up with you. I'm happy to join and make sure that we have it all in place.

Rebekah Gigliotti: Okay.

Katrien Filez: You're welcome. Thank you.

Rebekah Gigliotti: Thank you so much.

Suzie Hessman: Thank you for looking at those Rebekah. Let's see if we can figure out a way to get some more support so that you're not one person doing them, too. So,

Suzie Hessman: All right, before we adjourn as there, any other questions, comments, concerns something you'd like to see on next month's agenda.

Suzie Hessman: Other than what we ask Trudy, having the nurses, somebody give us more information on.

Adjournment

Suzie Hessman: That would be awesome. Anybody else? Then we will officially adjourn our District East IOC meeting. Our next meeting is August the 9th at five pm on the same channel. Thank you, everybody. Appreciate you being here.

Yolanda Huynh: Thank you.

Suzie Hessman: Have a good night.

Teresa Brooks: Good night, everyone.

Trudy O'connor: Suzie. I hope your daughter gets better.



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Teresa Brooks: Yes.

Trudy O'connor: Talk to you soon. I'll be in touch, Michelle.

Meeting ended after 01:23:53 🙌

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Kin/Yolanda

Medication Errors- Kin

Neglect - Sarah

DA/All IRs - Beth

Accidental Injury - Rebekah

PRC – Rebekah

None currently- Tonia

For **June IRs**, the Committee members have been loaded in the shared drive **660** incident reports. This included **4** open and **599** closed reports. ATPC had **61** totals with **0** open and **61** closed.

Type	Open	Closed
Accidental Injury	1	89
Consumer Missing	0	7
Deaths	0	9
Emergency Measures	0	27
Human Rights	0	4
Legal	0	5
Medication Errors	0	44
Neglect	1	47
Other Abuse	0	3
Other Behavior	0	245
Other Hospitalization, Unknown injury	0	96
Physical Abuse	2	11
Property Damage	0	3
Suicide	0	9
TOTALS	4	599



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Number of Questions for Quality Assurance Manager: **33**

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

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

Adjournment

Suzie Hessman adjourned the meeting at 6:27pm. The next District East IOC meeting will be held on Wednesday August 9, 2023, at 5:00 pm. The meeting will be a virtual meeting.