

AHCCCS Central Oversight Committee (IOC)  
Public Meeting Minutes  
Wednesday, September 20, 2023 – 5:15pm to 7:00pm

## Call to Order

Meeting called to order by Co-Committee Chair Holly Geiszl. The date is September 20, 2023 at 5:15pm. The meeting was held virtually through Google Meet and in person at 2525 E. Biltmore Circle, Suite D, Phoenix, AZ 85016

## Welcome and Introductions

### Attendance in Person:

- Holly Geiszl, Co-Chair
- Josh N. Mozell Co-Chair
- Jack Potts
- Matthew Moody
- Sommer Mutter
- Rachel Streiff
- Geraldine Roll, Esq.
- Sabrina Taylor

### Absent:

- Joy Green

AHCCCS: Fredreaka Graham

DDD: Michelle Rademacher

Arizona Department of Administration (ADOA): Lawrence Allen

### RHBAs:

- Dawn McReynolds
- Bri Barrios - BCBSAZ Health Choice
- Marie Reyes - BCBSAZ Member Liaison Coordinator
- +1 520-\*\*\*-\*\*18: Karen from Arizona Complete Health
- +1 623-\*\*\*-\*\*82: Joe with BannerHealth

### Public in attendance:

- Katie Williams
- Crystal Fox

### IOC Chairs

- +1 480-\*\*\*-\*\*8 Laurie Goldstein

## AHCCCS Central IOC Meeting (2023-09-20 17:16 GMT-7) - Transcript

### Attendees

+1 480-\*\*\*-\*\*64, +1 480-\*\*\*-\*\*87, +1 520-\*\*\*-\*\*18, Adonis Deniz Jr., Bri Barrios - BCBSAZ Health Choice, crystal Fox, Dawn McReynolds UHC OIFA, Fredreaka Graham, Geraldine Roll, holly gieszl, Jack Potts, JoAnne (Jo) Kautzman, Josh Mozell, Katie Williams, Lawrence Allen, Maria Reyes, Matthew Moody, Rachel Streiff, Sommer Walter

### Transcript

*This editable transcript was computer generated and might contain errors. People can also change the text after it was created.*

**holly gieszl:** Okay, it looks like the transcription and recording has started. So I will call the meeting to order. Josh Mozell was a co-chair here as well. Does any member have a disclosure of conflict of interest as to any issue on the agenda?

**holly gieszl:** I Don't see anybody indicating they do. So we will proceed Geraldine's on, Jerry's on now and Sommer's on now. So we have, with the exception of Joy, a complete committee here tonight and Joy emailed me just not long ago and is unable to join us. and since her regrets In terms of updates.

**Jack Potts:** if I may, would it not be appropriate to have the members identify themselves and present because, I just wondering.

**holly gieszl:** Sure, I thought we did that earlier but we'll just go.

**Jack Potts:** We didn't.

**holly gieszl:** I thought we would call down everybody's name but we'll do it officially. So, I will call off names, Rachel Strife.

**Rachel Streiff:** Present.

**holly gieszl:** Josh, Mozell here.

**holly gieszl:** Matthew Moody here, Holly is present. Let's see. Sommer Walter And...

**Sommer Walter:** Present.

**holly gieszl:** Who am I forgetting? Dr. Potts.

**Jack Potts:** I am also here. Thank you.

**holly gieszl:** And let's see. Anybody else that I missed? Gerry Roll is present.

**holly gieszl:** Thank you. So now we've all been introduced and counted present in terms of the only update that we have and I'm very happy to be able to give this update, we have an exciting potential new member, who's on the call. And I believe you saw. She was sitting in her car and we're really just very happy to have Miss Williams interested in being with us, you should have gotten a copy of her resume earlier. Today, it's incredibly impressive, her background, and social work is so deep and she's currently the social worker for the public defender's office at the City of Phoenix Municipal courts and has deep knowledge in the system. She was at ASH just today and the civil side were a staff member there. Under our new law has filed slot charges against a staff member who assaulted her. And of course, under the new law, we're seeing an explosion in that particular kind of charging. But I'm just glad Ms. Williams is here, this will be her first meeting. And I think, the fact that she was attending from her car, maybe in the ash parking lot shows that she's a social worker and she shows up and when she's supposed to and it parking lot or elsewhere and she is, I think very dedicated. So I'm happy about that. Hopefully in the next couple meetings we'll get her on board. What's Josh's updates that you have? No. Okay. I hope many of you may have seen the kjzz story that Josh was on who with the attorney Megan Kramer, from the Arizona Center for Disability, Law, they had a very interesting interview about involuntary commitment. And why it may be necessary from time to time to confine individuals who are dangerous? If you haven't heard that it was this last week. Yeah, and be sure and check that out. It listened to it. It was excellent. Okay, let's do our updates from the community. Partners is anyone from Mercy Care present, with an update?

**holly gieszl:** Don't think so. Arizona, complete.

**+1 520-\*\*\*-\*\*\*18:** Hey, this is Karen Ulik. No updates from Arizona complete health. Thank you.

00:05:00

**holly gieszl:** Thank you, Banner health.

**holly gieszl:** Thank you.

**holly gieszl:** No Molina. It seems like United Healthcare.

**holly gieszl:** Thank you all as always for being here. Did I skip any of our health plan representatives?

**Bri Barrios - BCBSAZ Health Choice:** Good evening. This is Bri Barrios.

**holly gieszl:** Please introduce your team members.

**Bri Barrios - BCBSAZ Health Choice:** Yeah, I will pass it to Maria Reyes as our new member. Lee is the Coordinator. Maria, would you like to introduce yourself?

**Maria Reyes:** I'm sorry. If you guys could hear a little bit of noise. My name is Maria Reyes and I am the member liaison coordinator and I will be the lead for the Member Advisory Council and I'm looking forward to working with everyone.

**holly gieszl:** Thank you, And we look forward to your participation. Any other health plan representatives or Community partners as we call them. This mental health, America, you're getting ahead. Stay in your lane Mr. Moody, we will sick Dr. Potts on you. Any update from Larry Allen at ADOA?

**Lawrence Allen:** Good evening, a couple things. Year end report is due on November the 1st. If you need any help with that, formatting, any kind of computer work, please let me know. I'll be happy to help you format it and get it to where it needs to be. I do have a cover letter, all the email addresses for you that I can send to you, so you can put that together or I can do it for Either way, whichever is easier for you. I also need Summer and Rachel. If you could send me a picture of yourself behind a Kind of a blank wall much like a passport photo. Then I can get you an issue. For your IOC badge. So when you go to do your on-site visits, you need to produce that badge.

**Jack Potts:** Mr. Allen you said behind a blank wall that probably won't be very helpful. You mentioned in front of a blank wall. Just messing with you

**Lawrence Allen:** Good one and yea, thank you for clarifying that Dr. Potts, yes, you want to be in front of the wall, not behind the wall. So you have a blank background is what I meant to say But yes, if you can Rachel and Sommer, if you can send me that, that'd be great. And then I can get that issued for you which usually takes around two weeks.

**holly gieszl:** Yeah, I never got an IOC ID. Can I also email you a picture and have one issue?

**Lawrence Allen:** Absolutely, yes. And if your badge is expired, some of them have expired. If you haven't checked it in a while, please check It's got an expiration date on the bottom of it. And if so, please send me a pic and I can get that reissued for you, no problem.

**holly gieszl:** Okay, And is it possible that I'm assuming that the old yearly reports are online somewhere? Is it somewhere? I can find it easily or you have one handy. You can just send me so I can see the formatting and what's included and so forth.

**Lawrence Allen:** Yeah, Absolutely. I'll be happy to email you last year's report that that's okay for you.

**holly gieszl:** Okay.

**Lawrence Allen:** And I also post those on the website as well.

**holly gieszl:** if they're that's fine.

**Lawrence Allen:** but I'll be happy to email that to him

**holly gieszl:** Okay, and thank you Fredreaka anything from AHCCCS.

**Fredreaka Graham:** It's a good evening. The only thing that I have is if Summer and Rachel, if you guys can send me your preferred email address, I will need to send over to you both the confidentiality agreements for access that we have. So that if you guys ever want to get into the QM portal, we'll have that on file for you. That is all I have.

**holly gieszl:** Thank you, and thank you for taking care of onboarding. The new members. I appreciate Community organizations, Mr. Moody go Hi. I represent Mental Health America, Arizona. So there's actually a conference coming up next Saturday, it's called Mental Health Matters, so the governor's office is going to be there. The mayor of Phoenix is gonna be there, Mayor Scott, so all gonna be there and it's really a community started and focused event. So it's not like a clinician felt it was just a provider focus event. It's really for families that come out. It's free.

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**holly gieszl:** It's free to get into trying to say lunch is included. It's next Saturday. For the first half of the day, it has hybrid versions but you can do a line you can do in person, but I'll put a link to the website here. But we're expecting about 500 people at Sky online and in person 500 people right now. So it looks very cool. The fact that the governor's office and the mayors. Who's putting it on ? It's a combo between kids in the corner, and mental health America. There's a couple of smaller Conditions. That's 500 people. Wow, on a Saturday. Yeah, it's one of my so far. Nami. Does anybody have a suggestion as to Who is the economy? Josh and I should reach out to try and get some participation, we've always had them on the agenda and I'm not sure That they know about this and I'd love to have their input. They're really a focal point for families. yeah, if Dawn McReynolds

**Dawn McReynolds UHC OIFA:** Vicky Johnston is the interim at NAMI right now for the State Office. Would you like me to send Fredreaka her contact information to get that out to the CFC?

**holly gieszl:** Yes, if you could and I've talked to Vicki several times. I did not realize she was still there. She did a great job on the Behavioral Health Council and we had her make a presentation to the IOC. She took over for Jim she took over for is she going to be permanent? No no okay we will definitely call her contact the most responsible person, all of Mommy is Gloria real and so I come back Okay, so we've got two. Why don't you reach out to her? And I'll reach out to Vicky. And so hopefully we'll Get info and participation from greatIOC community. Is the ASH IOC chair Lori Goldstein on the call?

**+1 480-\*\*\*-\*\*87:** Yes, I am Holly.

**holly gieszl:** Hi. You have any update or news or Whether reports from La, Jolla.

**+1 480-\*\*\*-\*\*87:** yeah, the update from our ASH lot is that, we have had some lot investigations Issues of these allegations and the new administration has been much more open and easy to work with based on. Other. Objectives. They are making improvements, which is good Justine. I mean, better than it was under the old administration, we have continued. Who investigations that we're going to be working on and I do think that I can't wait until the new surveillance with audio and better video. See how I mean I am just without architecture and I was talking to someone who worked in prisons and hospitals. And he said the number one saying to help To make sure patients are safe from other patients, and patients are safe from staff and staff and safe from other cakes. And one of the key factors is 9 A number of staff and also surveillance. It makes a difference knowing that you're being watched and sometimes monitored by people that may take advantage of being a citizen of power over vulnerable populations. So I'm very excited for that but I think we're still but very a year off.

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

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**holly gieszl:** Thank you, Laurie. you're right. That's going to make such a difference and I would encourage everybody if you go online and look at the Report from Ash. It was in response to a statute that was passed, requiring them to produce a report that includes a human resources plan and a clinical improvement plan, sort of a strategic plan. And They produced it timely and it is an impressive report. If we each wrote a report on Ash it would be different but this report is comprehensive and outlines different scenarios. It's got tons of information and it was remarkable. I thought

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**holly gieszl:** Transparent in pointing out that some of ASH's problems arise from problems created by other state agencies and its access is notable. So I would encourage everybody in the field to Look at that report. it was produced on September 1st or so I believe and

+1 480-\*\*\*-\*\*87: September 6th Holly.

**holly gieszl:** Okay.

+1 480-\*\*\*-\*\*87: I think September 6th.

**holly gieszl:** Perfect. Thank you Laurie. And it's worth a very careful read and having it in your library as things go as events unfold over the next few years and I kudos to the administration for doing as good. I mean it's an excellent report. I would think hundreds and hundreds of hours went into that document. Okay, Southern is Ken Karrell on.

**holly gieszl:** Or Northern is Dorothy O'Brien.

**holly gieszl:** Moving on, I will go to the first item unfinished business, the annual report. My proposal for the annual report, Josh and I haven't really discussed it in any depth. Is that osh? And I produce a draft And have it out in advance of next month's meeting. And I think if it's succinct enough and simple enough that we should be able to have it get feedback and if we need to have a special meeting, we can do that within 24-hour. Notice to simply approve the annual report. And I would appreciate members doing If there are If I could ask you to tell us two things, really frankly. What are least satisfied with, in terms of the IOC's operations and what would you most like to see if Focus on for next year. Josh and I will read those that nothing is a secret because it's open meeting law but we're not going to go. And, Matthew said that he hates coming to these meetings because they're boring and dull or something. We're not going to rat you out. Is what I'm trying to say. I'd really like to hear what is the least?

**holly gieszl:** Rewarding things that went on this year. What was the least beneficial? And then What would you ideally like to see next? Focus on what your interests are and I think That will be a focus of our report, because we have had some building this year. We've got new members, we've got an opportunity, Almost with a clean slate, with just four of us, five being on. for the past year and Jack and Josh, and I have been enjoying it for Years. But we've got an opportunity to really focus on what we'd like to create and create it. And I have no problem putting in an annual report things that we aspire to do, and then we don't do because either we couldn't, or we changed our mind.

**holly gieszl:** It's not an affidavit that you declare under penalty of perjury, you're going to do these things so I would love to have in it aspirations on We think we can be more effective. What we are interested in.

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

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**holly gieszl:** And one of the reasons for that is to draw on our strengths. In our new members, we have Jerry who's a prosecutor. Hopefully, we'll have somebody from the public defender's office. We've got police now, we've got Matthew, we've got Sommer to new parents. We've got Rachel, who's really an expert in some drugs that are pertinent to our population. Rachel is a guardian for years for someone who has been in the system. I'm trying to Make sure that I've covered everybody. So I think we've got Brett and debt in the whole community behavioral health field. It's fun, it's cool. And I just want to open

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**holly gieszl:** Put it all out on the table and have members say, We don't like this that we've been doing and we would like to do something. This is what we'd like to do. Our only constraint is the statute and Josh is really good at writing around statues. So we can fix that. okay, and I skipped one of the things at the top and that was pretty foolish of me. We are gonna take this opportunity to hopefully vote on our new member, Detective Sabrina Taylor. This is her third meeting? She shows up early, which is par for the course for detectives, because they want to really disarm you. When you walk in, You wonder what's been going on before you got there.

**holly gieszl:** So I would entertain a motion regarding Taylor's membership.

**Geraldine Roll:** Jerry Roll. I would make a motion that we vote. Taylor is a member of the IOC.

**holly gieszl:** Thank Is there a Second seconded by Josh, Mozell all in favor indicate by saying I Finally. Those opposed.

**Rachel Streiff:** I,

**holly gieszl:** Thank you. I'm so excited. this is kind of your official now. Yeah, it's gonna be Very good. Yeah, we need badges. Maybe she has a nice bag. We need IOC badges. Could we get an IOC badge? I just found though, that She's got a real badge. Yeah, I think

**Lawrence Allen:** Of course, if she doesn't get a real badge, That she probably needs another badge to keep up with, I'm sure.

**holly gieszl:** Yeah, any Seclusion and restraint reviews. Did anybody look at the reports?

**Jack Potts:** Yeah, I did if I may and...

**holly gieszl:** Okay, great.

**Jack Potts:** I think that we have to be very careful.

**Jack Potts:** The statute mandates. That each committee reviews instances of possible abuse and neglect or denial of clients rights. That means one of our obligations I believe is to review the IADs and I know you this may be new business or not but maybe you'll be on a new business but that's something that all of us

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

need to be doing is an obligation to be on this committee because that's one of the statutory responsibilities individual. Right iads.

**holly gieszl:** Yeah, I agree.

**Jack Potts:** Okay yeah good because we're not doing it but I don't do either...

**holly gieszl:** .

**Jack Potts:** But we are doing enough and I think I'm trying to facilitate that by making recommendations. I reviewed about 50. IAD reports and...

**holly gieszl:** Okay, great.

**Jack Potts:** I have a question for Frederica. Are you able to quantify by the check marks? How many IDs we reviewed last year?

**Fredreaka Graham:** I don't think I can do that on my end, but I'm pretty sure I can have a report requested from our ISD.

**Jack Potts:** That might help with Ann. Yeah.

**Fredreaka Graham:** But let me just wait really quickly. That it's only as good as the user. So if people go in and they review, what they don't select that, they've reviewed, it may not give you an accurate number.

**Jack Potts:** Excellent. he...

**holly gieszl:** Yeah.

**Jack Potts:** What I'm referring to for the members who aren't aware of this, is that there's a checkbox after review and IAD And if we check that it might help Holly and Josh inviting their annual report that we reviewed x amount of iads. So that's something to think about because it's a way of telling it. we don't have to manage to go back and count them. I've requested information in inquiry form, that is actually On six different iads that The access has until 24th of this month to give me response. I gave them 30 days and I have received responses to any of them. so I have nothing. To report definitively regarding the queries. I had concerns about potential abuse.

**Jack Potts:** Of the mentally ill or some are just the problems with the reports often they are over redacted. But again, Joy reviewed a lot last month, I think. And I'm waiting for the response from access on the ones I did review.

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**holly gieszl:** Right.

**Jack Potts:** And if I can help anyone with that, I'm glad to do so because yeah.

**Geraldine Roll:** Then don't for Potts. So if I could interrupt, as a new member and we have other new members, and when I went out on some site, visited with you, you showed me a portal. I have no idea how



# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

to get into the portal and I don't know which lads committee members should be reviewing. I think that we really need to know what our responsibilities are and have some sort of training and how we get through that portal in which sections that we should be looking at. That was all new to me.

**Jack Potts:** Yeah, and I think you have that on the new business, so I may be premature on that. Because it's not that hard and some of the ones here for a long time, have gone to that training multiple times. so I did a review, many I have queries on six, the queries incoming and one more question for Frederica. Your supervisor. I forget is best to search by incident dates or report dates. I think it's best to report dates, because that's more inclusive, is that Great Frederica. Okay.

**Fredreaka Graham:** Yes, it will be by report dates and I encourage you to check your email, because I have responded to the ones that I've received back. So, I can resend those to you because I have received responses on them.

**Jack Potts:** That. You...

**Fredreaka Graham:** So again,

**Jack Potts:** No, I have checked my email and I just checked five minutes ago and I do not Have any responses I appreciate...

**holly gieszl:** Would you?

**Jack Potts:** if you do I don't...

**Fredreaka Graham:** yeah, for

**Jack Potts:** Why? because last time you said you did too and I didn't get it so I don't know what's happening with those so that's my report on IDs. I did review a whole lot of them and I'm waiting for updates to see whether I recommend the committee take action on them. Thank you, Holly.

**holly gieszl:** Okay, let me call you. So you indicated that you reviewed 50 and you had six questions which are pending access and you're waiting for you to give them a 30-day response, period. And you've not heard that.

**Jack Potts:** I have yet to hear back, it may have but I still have time to do it and you can check 15 or 30 days. But again, these are reports. There's no urgency in most cases. And so I feel it's not fair to put pressure on the system when it is not needed. so I'll have a report on those.

**holly gieszl:** Sure.

**Jack Potts:** If there's anything that red flags hit me next time and I'll do more reviews all. So thanks.

**holly gieszl:** Okay, Okay, thank you. Visit Pinal County. Dr. Potts and Ms. Roll went Unsighted.

**Jack Potts:** yeah, I sent everyone an email with Just a brief review of The Behavioral Health Residential facility that we went to. I sent a copy of a review. We did it 10 years ago. Just as a template and I think maybe Matt would be interested in the secretary as a template to see, How we can do and I think it's good

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

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to get back into doing writing. What we saw. I think, site visits again, If I let you know, under statute, 41 3804 which we all should know and be familiar with otherwise, applying to the committee is like a pig in the poke says that we may

**Jack Potts:** Make site visits which department developmental disabilities does not have the mean not D but the IOC on DDD. But it says we shall make them. For special assistance. So this is again as a mandatory response and our bylaws mandate that everyone go on site visits at least once a year. But this is the fun part of what we do, it's boots on the ground. This is the fun thing where you can see the living conditions. 's what I think this is the bottom line of what we do in my opinion. It's not a policy issue. It's protecting human rights and looking at the environment. so, as an aside, You have what I saw and Jerry saw in our note. Does everyone hopefully all have a copy of those all emailed a couple hours ago. Jerry, do you want to talk about it? We also went to the UPC which was kind of fun. she and I met down in Casa Grande to Schlep

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**Jack Potts:** That's for both of us. But you want to talk about the UPC because you knew the people there were kind of interesting.

**Geraldine Roll:** So CBI and It's a very small unit. We are grateful in Pinal County that we have anything, at Mercy, Care is on the line. Damn, you guys I know that Pinal County is going to be better served as we go through time. I think it's a 16-bed unit. They turned an area that was supposed to be their courtroom. Because I wanted to do a desert vista sort of thing where they had court at CBI that there was too much.

**Geraldine Roll:** Too much to make that happen, they turn that into their crisis unit. So I think, was it five chairs six? Chairs, Dr. Potts so that turns into their first 24-hour,...

**Jack Potts:** Yes.

**Geraldine Roll:** it's a small room with five chairs, The 24-hour crisis before they moved them into their inpatient side. What can I say? I believe that they are sorely understaffed. They have one male. Staff member. So CBI frequently gets overrun with violence and people that are more than their staff can handle.

**holly gieszl:** Prevent the pronunciation.

**Jack Potts:** If I may they had rooms off of a central day room and they had men and women in them and they tend to All obviously try and keep them in a woman apart from each other. They had fairly good observations in that respect. But as Israel said, They have one husky guy. It's kind of hard and a lot of the guys who were young looked like they had been in math. They look like they won the place to stay. It's interesting. For those if you have questions, this is where the court ordered. when you get picked up by the police system, where they go and Pinal County, one of the places, so it's the CBI. Equivalent to the RI recovery innovations here or the UPC here.

**Geraldine Roll:** Yeah.

**Jack Potts:** Or community bridge, But it was that they were very open to us.

**holly gieszl:** What's that?

**Jack Potts:** Were they not? I thought she would.

**Geraldine Roll:** They really were and I've been in UPC both downtown and at the new one that they built. And, of course, Desert Vista. I do have to tell you, I didn't have the level of comfort that I got from some of the Phoenix facilities I did feel.

**Jack Potts:** Powder keg

**Geraldine Roll:** Yeah, we did go to a home in Casa Grande, I truly appreciate that we did a visit for a facility in Pinal County. It was clean. But it was simply a house, a housing. I think Dr. Potts probably said it best. It's a clean jail..

**Geraldine Roll:** No No programming. There were two staff members on site. They had no one who could provide any sort of programming There were no efforts made to make even off-site programs available to the residents. In fact, the residents, I don't think it even leave the house where we

**Jack Potts:** Did you all get the email I sent with the review of that? You okay,...

**holly gieszl:** Yes.

**Jack Potts:** Yeah, no. Okay, One of the Biggest points. I think that this is interesting because they had someone who's with the Southern Arizona IOC, who's from Tucson and their primary care services are through Tucson. She was there to get away from drugs and she was a very nice mentally ill woman who had a serious substance abuse problem and had some good insight into that. Who is not going to AA? And she was just a warehouse there, and so I think I would suggest.

**Geraldine Roll:** Graham.

**Jack Potts:** One of the focus is on the visits. I'm going to be looking at what programming really exists, because mercy care is paying for programming. And they had one group in two weeks.

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**Jack Potts:** And that group was probably, let's sit around and talk about what TV show you like the most, and they weren't allowed to go out on walks. Unless it was unanimous, they all didn't want to go. The staff couldn't take them because one person said, I want to stay here. So they didn't get out. And as we looked earlier, there's some Apparent rules if they're out. Four hours a month. They don't get funding or something, how do you teach people to ride the bus? How do you teach yourself? Sufficiency independence which is what this will be paid for. So that is to me and I think Republicans as human rights violations to promise people care and advocacy. And then put them in a place where they're not allowed to leave. And they have no programming day in and day out. So yeah.

**Geraldine Roll:** And I think that that is rather the problem is that in order to be licensed and in order to get that funding, those are the things that you are supposed to provide and so what wines have happened The house manager has. Three houses and has five staff to cover three houses. So there's not enough staff to

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

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do anything and Dr. Potts The staff that was their lovely lady. But absolutely. Had no ability to provide any programming. That they are being paid for. So, it's an assisted living facility.

**Jack Potts:** But yeah what do we? So I guess the question I asked the committee. Is I think we need to move this up the rung and say to mercy Care. That this place funding, who is reviewing the program activities here? I mean, maybe we ought to have a subcommittee, Miss Giesel, was something to say what we do. When we see these problems, we may not burden the whole committee with forwarding it. But maybe we can have a subcommittee make recommendations. We need to send a letter to these people. I don't know what to do next.

**holly gieszl:** And that's on the agenda, a little later. But Josh has some questions and he's the BHRF guru. No. Is it a BHRF or was it a living? What was it licensed as

**Jack Potts:** Yeah, it's on the paper. I sent you. It's a birth and...

**Geraldine Roll:** It's a

**Jack Potts:** I gave you a license number.

**holly gieszl:** Jack, the reason I asked is Geraldine just said assisted living. So if you could

**Jack Potts:** No, she said it was like, assisted living is what I heard her say more, for the mental for those who are just demented and they do nothing. So, no, it is a burp. I'm sorry. We both knew that we had the license. We picked it out beforehand. Thanks Josh.

**holly gieszl:** So they just sat there all day. Is that right?

**Jack Potts:** Yes, unequivocally.

**holly gieszl:** and when they're Reimbursement for services that they must provide. It's not only members who issue a fraud issue. It's a Friday. What you just described is fraud. It's exactly...

**Jack Potts:** We?

**holly gieszl:** what was happening at all the access facilities. They weren't providing services and they're being paid now. And the birth gets money on a per diem per person basis, and it covers room and board and programming. and if they're not doing the programming and they're being paid for it, then they need to, we will take the appropriate, I think we can vote on it but I think that based on your report this is a credible allegation of fraud.

**Jack Potts:** If I may, my role I think is human rights is looking at the rights of the individual who are being abused right now. So the rights are being violated.

**holly gieszl:** Yes.

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

**Jack Potts:** I think our role would be rather to forward it to mercy care, not say as a fraud issue because that's a determination of criminal investigation. My sense is Please tell us what is going on about this. Give us a plan of correction with this lack of services for these people. And then if they're smart enough, we can. Then maybe investigate further Open six months. Did they do anything with it? But, I' My job on this committee isn't to investigate fraud, it's to take care of human rights violations. And that's...

**holly gieszl:** Yeah, I hope.

**Jack Potts:** what I think. If we approach it that way, then hopefully someone will be smart enough to read between the lines and say this is fraud.

**holly gieszl:** And that's something We'll have to deal with in our discussion. I think that we can report to Mercy, but we are an IOC organized with From Access Frederica and the Department of Administration. So, I think our requirements are broader than mercy.

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**Jack Potts:** That's go to them too. I agree whether I'm sorry.

**holly gieszl:** How many members were there in the house?

**Geraldine Roll:** And I actually rather agree with Dr. Potts.

**holly gieszl:** There were four and did you?

**Geraldine Roll:** As a lawyer, I don't know that. I want to go down the path of the people who are paying these people, and are we the oversight? And so, then we tell the people who are paying these homes that you're paying for these services and these folks aren't getting it,

**holly gieszl:** Okay, thank you, that's great. So what I'd like to know is exactly what human rights violations are. You interviewed the individuals, Or you talked.

**Jack Potts:** Yes, we did. No, he didn't. In fact, I think I have a release from one of them to actually specifically going through the records, but I think that's one that's in Tucson. My sense is what I would like to do is have the committee say, let us draft a letter of concern, regarding the violations on the violations of rights doesn't have to be, because there's no definition of what a human right is except in the United Nations charter. my sense is...

**holly gieszl:** Okay? What I'm trying to find out.

**Jack Potts:** But what I would say if I may is that no programming was occurring. And this locket programming lack of people, being able to go off-site to AA meetings or have some other necessary rehabilitative functions is a right violation because they have. This one was under cost by this one, was on a quarter treatment because it's not Treatment is defined by the Supreme Court. So I think there's a rights violation no treatment

**holly gieszl:** Okay, I'm trying to understand the specifics to see if one individual was under cot, right?

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

**Jack Potts:** I don't know. We may know that four people in that residence were not receiving service period and that would be what I would want investigated. I think that's very simple. that's,

**holly gieszl:** And I'm trying to get the time period. because what I heard you say was that they had one group meeting at the house in two weeks.

**Jack Potts:** That's what we heard. The time period was when we went there. So, the nice things we don't have to say. If we start getting fudgy and saying, they didn't have it from this date to this day.

**holly gieszl:** but,

**Jack Potts:** I say, you missed it by three days. My senses are not happening. We've heard it's been not having for a protracted period of time. And we need to investigate whomever AHCCCS, who pays mercy care, who pays the BHRF. That's what I would suggest in a very open letter about The site visit we saw because it's indisputable what we saw.

**holly gieszl:** Any observations about food that is the housing.

**Jack Potts:** No, no.

**holly gieszl:** Faith was their bathroom,...

**holly gieszl:** all that

**Jack Potts:** It would know what we said earlier and...

**Jack Potts:** it was said in my report, my letter, that's not the issue, it was pretty good. One of the rooms had three people in it, which didn't make sense when they're three bedrooms or four bedrooms. The other thing is, there was no lockbox which is a requirement of one reading,...

**holly gieszl:** but,

**Jack Potts:** the licensure requirements for boarding homes. They each should have their own secure thing that's in their tooth but that's a subset of the real issue. And so that no there was nothing else,...

**holly gieszl:** Okay, Dr. Potts, I'm okay. I'm not asking these. I have your report. I made notes. The members of the public who are participating and listening don't have your letter so if I could ask you to just please list the deficiencies that you found so that the public who's listening in Not a member of the committee who didn't get that background.

**Jack Potts:** Okay.

**holly gieszl:** Will understand exactly what Jerry said if you and Dr. Potts can tell us exactly what you found.

**Jack Potts:** Is written. I'll tell you what exactly we found: a behavioral health licensed residential facility that had four SMI members and it was a clean residence. It was understaffed but that's staffing. Usually that can be arguable. What we found and we feel is a violation of human rights is a lack of any

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

programming occurring and inability to For leave the facility or individualized treatment. That was a primary issue. I found and I think Jerry agrees material and the Very secular one is the lack of a locking and environment for personal property, but that secondary

00:45:00

**holly gieszl:** Okay.

**Geraldine Roll:** And so not only the programming, but Really, truly, this was a home where these four people would get up, have their cereal, sit and watch some TV or do whatever. They do, two staff on site. You don't go anywhere. You don't have any meaningful contact. You don't have anyone who can provide you with any sort of support. This was just a babysitting service.

**holly gieszl:** Okay.

**Jack Potts:** And this is in my experience. I've been going to a dozen different group homes in different roles in the last month. This is common. So yeah.

**holly gieszl:** Yeah, it is. I agree with your calendar on the wall.

**Jack Potts:** Yeah.

**holly gieszl:** Many places have their calendar of their activities each day. It's often in the kitchen or in a hallway. Was there a calendar?

**Jack Potts:** I don't remember and I may have taken a photo of that but that's still not the The issue.

**Geraldine Roll:** Actually, don't Dr. Potts,...

**Jack Potts:** Yeah, I think it did.

**Geraldine Roll:** there wasn't a calendar on the wall of...

**Jack Potts:** We look.

**Geraldine Roll:** what groups are going. Where when someone's coming in to do anything, there is nothing.

**Jack Potts:** Okay, not in this house so yeah.

**holly gieszl:** Okay. All right. So

**holly gieszl:** Excellent with that.

**holly gieszl:** Josh or do you have any questions? He's looking at some things? Good. No, I think somebody else brought it up. These things come up and then it seems like they disappear in the bathroom. Justin says he's got to make her sit for it, they come up and they're put out into a vacuum. what should be our follow-up, which should be the protocol. Because that's a big problem. and somebody else said, this is not a one-off. It's happening everywhere and it's part of our role to make sure it doesn't happen. So Follow-up has been kind of the issue and I was going to write. What can we do, better? What

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

I've been to South that is that you need to make sure that we're kind of a bulldog when it comes to these kinds of things falling up at the plan with Medicaid as

**holly gieszl:** This helps here and so excuse me, a joke and...

**Jack Potts:** No, you

**holly gieszl:** I think having a process that we put these things into, good So as I'm Rachel Sommer. Anybody else have any questions?

**Katie Williams:** Holly, I had a question. This is Katie. And maybe.

**holly gieszl:** you know what Katie we have because you're not yet a member, they have these open meeting law rules,...

**Jack Potts:** We voted for her.

**holly gieszl:** you can't talk

**Jack Potts:** We voted her in, as a member Holly what an hour ago, we voted her in, as a member. You can't have it both ways either. We voted as a member starting next month or this month. Katie was voted in as a member. Wasn't it?

**holly gieszl:** Katie.

**Jack Potts:** I thought to Katie that I apologize. That detective Katie wasn't Yeah, I apologize.

**holly gieszl:** Yeah, thank you. We can Thanks.

**Jack Potts:** I'm sorry.

**+1 480-\*\*\*-\*\*87:** Ray Holly. one concern, I'd have a great access to Hurricane, all the plans. As if it's Happening. So consistently the birth. that they have such a lack of Staff or lack of programming. You don't mean what we don't want to do in Montana closed down all the bursts because you...

**Jack Potts:** That's great.

**+1 480-\*\*\*-\*\*87:** But what is the plan yet appropriate programming? Back in and what is their monitoring planet? How do they resolve this? What are our workforce development plans? It's to make sure it's happening because as guardians of someone that was in a lot of birth,...

**holly gieszl:** To.

**+1 480-\*\*\*-\*\*87:** Would get this enrolled for not engaging all the programming early days for stability, but it sounds like that's a lot different than what's going on now. So I think we have a fifth dimension, we don't want to just beat up all the providers and close down all the homes and...

**Jack Potts:** Absolutely.



# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

**+1 480-\*\*\*-\*\*87:** Then wonder why there's nowhere to go. But we do want to crack that action plan and I don't care if they need to have a mobile team to go from one home to another who do the programming until they get their act together. They'll be it. Maybe that's what they're gonna have to do.

**holly gieszl:** Yeah.

**Geraldine Roll:** And you know what? I'm not sure who that is on the phone at 480. Ending in eight seven. This is Jerry. But you're absolutely right. What we don't want to do, and what we can't do is drive people out of this business. You can't sit on them and...

00:50:00

**+1 480-\*\*\*-\*\*87:** Yeah.

**Geraldine Roll:** say We need to, and then nobody wants to do it. That's not the way to make it happen. We have people who are getting a lot of money and they are funneling it down to other people. And so we need to deal with the people who are buying these services and make sure that they help ensure that those services are being used. I don't think we want to drive anybody out because really it's already.

**+1 480-\*\*\*-\*\*87:** I think And it's a trend right now and I think If we're not careful to get work, they have between access and...

**Jack Potts:** Yeah.

**+1 480-\*\*\*-\*\*87:** the plant, they really need to pay attention.

**Jack Potts:** What we had,...

**holly gieszl:** I think you decide Jack.

**Jack Potts:** We had the adult.

**holly gieszl:** I thought we're going to collect information and then report it up rather than the decision about...

**Jack Potts:** Yeah.

**holly gieszl:** who stays in business who doesn't. And I would disagree with that. I mean, I think there's some providers that if they're doing what we heard today, that person should not be in business and...

**Jack Potts:** Right.

**holly gieszl:** but that's not our rule is to collect information and then like you guys just said, report it up to mercy care into Medicaid. So, let's do that. Yeah.

**Jack Potts:** Okay, so here's what I think I'd like to make a motion that Jerry and I be permitted to draft a letter. That will follow what we did 10 years ago and the recommendations. And then we can look at it would forward this to The Facility Access and mercy care with the query about what we believe are the rights violations, lack of programming. And then we do that and...

**holly gieszl:** Yeah.

**Jack Potts:** Secondly, we have had to meet the Head of Adult programming for Mercy Care, And she said, she would like to learn about any of these births that aren't doing this. And this gets to Lori's issue. And I think if we find a couple of these places and start seeing a pattern, we can start saying What's going on here?

**holly gieszl:** All A couple of things. And just so we understand. What's a possible response would be the birth? While we are assuming that this birth is in fact, To provide all of those Many births contract, the services To outpatient clinics to the members medical home to a number of other places. And so we are going to have to address that because if we write and say, they're all these human rights violations because no services were being provided, we haven't asked the question. About whether this birth is compensated on a full day per diem.

**holly gieszl:** Or whether they're contracted, whether they're paid in a different way. So I think that that's something we've got to work on.

**Jack Potts:** Can I disagree? Because I just got a response from an inquiry. I said Why this person who died of a drug overdose was at semi-facility and I said Gee, were they being drug tested? And the response I got back was mercy care. Wasn't paying through drug testing, blah blah. So I think we sent an inquiry saying we didn't see services and let them come back. we're not responsible for services at that birth. So, I mean, I don't want to wait three months, and it's not my job to do inquiries into who pays? it's my job to see what the violations are, they weren't getting treatment, Okay.

**holly gieszl:** What I'm trying to do, because this is a public meeting. And we're talking about a birth in a particular, smaller town. I don't want to create a record that suggests that we have concluded that there are human rights violations going on, because we don't know what that particular birth was contracted to do,...

**Jack Potts:** Okay.

**holly gieszl:** That's all I'm saying.

**Jack Potts:** Anyways, when we do a letter that the committee will do it and then we can forward it to the chairs and if they feel okay it goes and out on your signature. But I think we need to move on this rather than wait to see what to do. I just want to do something. That's all so that was my thoughts. Is That Jerry and I I'm willing to sit down with miserable and write a letter of inquiry about the concerns. that's all

**holly gieszl:** If you will draft a letter and then send it to Josh and me and we will look at it and edit and sign it for the committee to do. We want to bring it back to the committee.

**Jack Potts:** No, no,...

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**holly gieszl:** All right.

**Jack Potts:** It will take another 60 days, God's sake.

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

**holly gieszl:** That's the reason for my question. And we used to do that. And it would take three months to get letters out. So may I have a motion Dr. Potts. Do you want to make the most?

**Jack Potts:** Yes, That misery decides the people on the site. There's a composed letter with their concerns. And that it be forward To the appropriate agencies after review by the chairs.

**holly gieszl:** A second emotion.

**Geraldine Roll:** I'm sorry, I second that motion.

**holly gieszl:** I'm sorry Matthew's second did it? Okay. Motion has been made.

**holly gieszl:** Everybody understands the motion and we will call for the vote all in favor. I am all right, the Post Okay, and We may have to do editing back and forth, but we will do it in a way that doesn't Create a problem with the Open meeting law. moving on to a new business.

**holly gieszl:** I think that we come earlier in the conversation, have touched on some areas that Josh and I want to focus on

**holly gieszl:** And report on in the annual report.

**holly gieszl:** I've had feedback from several members. That they thought it might be useful to have subcommittees. To work closely on certain areas that we know are priorities.

**holly gieszl:** work more efficiently. And have more in-depth work by the subcommittees. We can do that in a way. That doesn't violate the open meeting laws and we've got great flexibility to do it.

**holly gieszl:** Among the priorities are going to be. Obviously, the iads and We have a kind of a threshold question that I need to ask, our statutory mandate is that it shall make site visits to special assistance members. In order to do that, we have to have access again to the addresses and names of special assistance members. We can't currently get that. Can you find out the solution here? And when can we start getting the special assistance list?

**Fredreaka Graham:**

**Fredreaka Graham:** So you all should have a copy of that, but you have to get it from the FTP portal. So if you haven't been in there, you're nine times out of 10 locked, out of there. I don't know if anyone in your committee is still pulling that, but that report is uploaded on or around the 25th of each month, depending on if it's a holiday, or if it falls on a Friday or Saturday or Sunday, that kind of thing. So, usually on, around the 25th that's uploaded into the FTP server, all the special assistance members. So You just have to go,...

**holly gieszl:** I, Okay. Sorry.

**Fredreaka Graham:** You have to go to the server to get it.

**holly gieszl:** Okay, my understanding is that the Special Assistance list is not accessible to us, in the portal. What joy was not.

**Fredreaka Graham:** That's not. No, it's not. Are you?

**holly gieszl:** I believe Joy was unable to get the special assistance.

**Jack Potts:** It makes me clarify two things. The special assistance list that I use for years is at a separate website. I thought, i, and your team went over hours and hours of trying to get me back on it. I could not get back on and I need to revisit that cuz I can't get back on. And I reset passwords. I sent money orders to the bank and to Mexico City, I did everything to try to get back on the ETF. I could not get on that ETF. Secondly, another issue is. We talked about this one. I think Holly's referring to us on the M portal. There used to be a special assistant. With lads.

**holly gieszl:** Yes.

01:00:00

**Jack Potts:** Specifically for special assistance patients where there were instant accident or death reports, those incident reports. We no longer get that needs to be done because when a special assistant clan is involved, that is a specific requirement of us to review a special need. So I think that's that and I know we talked about it before but still how do we get that done? So at least we can see what the iads are for that. Special class of seriously, mentally ill individuals.

**Fredreaka Graham:** So, if I'm hearing you correctly, this is a process that you guys used to have. And when CJ, and I were both in r, she did a training and it was said to you all back, then, that information would no longer be in the portal because it was Entered into the portal by way of the member giving that information. So it wasn't accurate. So that's the reason why that information is no longer in the portal because it's not information that's put in by staff members, that kind of thing. It's information that's given by the member. So that was

**Fredreaka Graham:** Many moons ago and I'd have to go back through my email, to confirm exactly the date on that. But it's been a few years now because I haven't been with CJ for at least that long. So all I can do is ask the ISD division if that's something that they can revisit to see if it can be added back in. I just

**Jack Potts:** But I remembered It's a fairly good member, I don't know what you mean. The patient enters it themselves or the member banks care organization enters it.

**Fredreaka Graham:** It's not entering it. The information that's given is by the patient. so,

**Jack Potts:** So the clinics don't know about John Doe's special assistance.

**Fredreaka Graham:** What was that?

**Jack Potts:** So, if John Doe is a special assistant, Cased on special assistance. And being identified as at the clinic is unaware of that status.

**Fredreaka Graham:** No, that's not what I'm saying but that report is done. Are ready and it's entered into the FTP server. What are you guys asking for?

**Jack Potts:** but,

**Fredreaka Graham:** Or at least what I'm hearing is that you want that information to be in the QM portal Because information in the QM portal.

**Jack Potts:** It used to be. Why can't they just check you have it?

**Fredreaka Graham:** You guys don't get names and...

**holly gieszl:** this is,

**Fredreaka Graham:** all of that information. So from what r advised is it becomes a HIPAA in HIPAA violation because that information has to be entered in based off of that person's Date of birth, AHCCCS ID number. Otherwise there's no way for you all to tell if it's a special assistance. Person: That's not the way to insert into the portal.

**Jack Potts:** That's not correct because that doesn't. the bottom lot if

**Fredreaka Graham:** Not anyways listen to the FTP portal that way though.

**Jack Potts:** If I may when you on the iads, they check in a little checkbox, whether it's CO2 or not. You...

**Fredreaka Graham:** Right.

**Jack Potts:** they can do a little check box with special assistance. Right. ...

**holly gieszl:** Is on.

**Jack Potts:** What am I saying? Holly

**Fredreaka Graham:** That it's possible I guess if the ISD team can create that. But from what I was told that information is already given by way of the FTP portal and...

**Jack Potts:** Not.

**Fredreaka Graham:** everybody that at least created a password and login has information to that. So

**Jack Potts:** That you're missing the point. The S e FTP portal is All special assistance, patients and their location. It does not tell us if they've been in any incidents involved with a special assistance client. That's what we're looking at in the IAD. And Holly, I don't mean step on this,...

**holly gieszl:** Are you? Yeah, I think that...

**Jack Potts:** But I think that's one of the issues. Is it not?

**holly gieszl:** what I think. All of this discussion has really pinpointed the core problems that we've been having in completing our iads and getting all the addresses of our special assistance members.

**Fredreaka Graham:** The information is there. So I'm not gonna sit here and say that you guys don't have access to it. Nobody goes in there to check it but it goes. Every single month, I'm the one that uploads it and it comes directly to me from the Office of Human Rights.

**holly gieszl:** That great and I don't doubt that you do that. as Dr. Potts explained the problems that we've had with getting the special assistance information. And it's quick, we don't understand the difference between the FTP portal and the QM portal and so on and Dr. Potts spent a lot of time trying to get to the point to get in and get access the information. But this has been a very helpful discussion and the transcript of it will be extremely helpful when we start to try and problem solve and get to the bottom of how we solve the problem and get the access that we need to do. To do the job. So, if you look on the agenda, we have

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**holly gieszl:** Under new business. The general topic is strategies to complete the IOC workflow. That was assignment of iads Dr. Potts has made suggestions that we assign those iads To each member reviewing, the iads by date, or by He had a very detailed method for assigning the iads And we may want to do that. I've had feedback from other individuals that they would like to see on the committee that they'd like to see a greater reliance on subcommittees. So that smaller groups could tackle and dig in a working group format to address these issues which are complex is tonight's meeting his Demonstrated.

**holly gieszl:** And we would then be able at a meeting to have a presentation from subcommittee members. With written material in advance and so forth.

**holly gieszl:** One of the subcommittees, for instance, might be site visits and there's a lot of I think infrastructure development. If you will be on our checklist for making site visits on what are the criteria that we are comparing, the facility that we visit? What are we comparing it to do? We have references, Do we know what we're looking at, in the Arizona Administrative code, and in the provider manual? And so forth as to what a great or good, or an acceptable or facility would look like and what does a crummy one look like And I think that the report we got from Canal really helps us focus on those issues. the next issue, I think under strategies that I listed is,

**holly gieszl:** I believe we've got to have a special board meeting. Aside from the monthly meeting, where we get the tech people in. We have so many wonderful, new members, and hopefully in another two months, Katie will be with us, but we've got a new committee in effect. We need to have a rollout of the technology. In a special meeting that is devoted just to technology to the use of the portal to how we access IEDs to how we search for addresses to make our site visits.

**holly gieszl:** And that I would like to have it may not be, but if possible in early October before we complete our annual report. Because I think some of the things we will learn from our technology meeting. I'm just going to call it that Will inform what we want to think about. As for our goals and ideas for next year, Larry, is it possible to get Fredreaka. Can we get a training meeting? For board members in October and could we get maybe two dates? Or even three that people could sign up for.

**Fredreaka Graham:** Is this particle?

**holly gieszl:** But at least one.

**Fredreaka Graham:** Are you referring to the QM portal training?

**holly gieszl:** I don't know, I think every portal that we have access to get information on IADES and site visits and special assistance population.

**Fredreaka Graham:** Yeah, we can do a QM portal training, for sure and we can do an FTP. One as well. I don't know if you guys want to use your regular meeting for that or if you guys want to schedule outside of your regular meeting.

**holly gieszl:** Outside.

**Fredreaka Graham:** Then yes, if you guys want to send some dates that work for you, all I can do is make myself available. And I'll also send over the PowerPoint that it's probably on the website, but I'll send it over to the committee so that they can view that as well.

01:10:00

**holly gieszl:** Okay, that's great. And then some people may be able to work off of the PowerPoint. We may want to ask for a couple of dates so we can have smaller groups to do it, but that's excellent. Thank you. And so we schedule that through you Frederica, right?

**Fredreaka Graham:** Sure.

**holly gieszl:** Perfect. Now we had a hand up. Rachel. And Katie.

**Rachel Streiff:** Hey guys. So I have a question for Dr. Potts and...

**holly gieszl:**

**Rachel Streiff:** Geraldine. Dr. Potts in the email that you sent with your reviews of the two site visits, I think you sent one that was from 2013. So I think you meant to send something else. It sounds to me, like, you guys did a site visit at both, the BHRF that we were talking about, but also, I believe that was it the connections UPC Court Ordered Evaluation Center

**Jack Potts:** No, I said two things. The emails I sent one was from 10 years ago to give you an idea just to give an idea of how they were conducted and what the follow-up was back then.

**Rachel Streiff:** Okay. Okay.

**Jack Potts:** So the template, and we did go to Ms. Roll and I did go to the crisis, the evaluation center in No,...

**Rachel Streiff:** At UPC.

**Jack Potts:** in Casa Grande, it's run by CBI.

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

**Rachel Streiff:** Okay, gotcha. and it's a big concern for the community. That is worth it. I think documenting now as a follow-up to your guy's visit, Is this overcrowding in the COE centers? There was a stakeholder presentation last week where the connections C Basically shared that for every eight people needing a bed at a cot facility, only one got a bed and that a hundred people were being released every month. And that the conditions were woefully understaffed.

**Rachel Streiff:** at Valley Wise in particular such that they couldn't accept patients and so, That we have a huge issue with our also the cot ie valley, wise hospital capacity. And that is of urgent importance. And I think You guys probably saw what's going on at the COE centers and it's a big concern for the community right now.

**Jack Potts:** Yeah, he Yeah,...

**Rachel Streiff:** I just wanted to talk.

**Jack Potts:** no. And I actually was connecting UPC on a separate issue by myself not as a site visit and...

**Rachel Streiff:** Okay.

**holly gieszl:** Month.

**Jack Potts:** they have 60 chairs in a room,...

**Rachel Streiff:** Yep.

**Jack Potts:** six zero. when we went on a site, visit their years ago, they had 16, they have 60 chairs and the men woman, and they could be there for seven to 10 days in a chair mixed.

**Rachel Streiff:** Yeah.

**Jack Potts:** That is a rights violation. In my mind, we did The larger issues of staffing. Closing units is a bigger issue, but that's again a policy issue. But the individuals spending that time, you're 100% right. that's the value of going on these site visits,...

**Rachel Streiff:** Yep.

**Jack Potts:** As we can then, Bring it down and raise it back up.

**Rachel Streiff:** And I spoke with someone who was actually petitioned over to one of the coe facilities and There were 60 chairs and there were 85 people there. And they told her to pick a chair or pick a square on the floor, and she wanted a blanket. She was cold, and she was upset, and she was devastated, and they didn't have any blankets for her.

**Jack Potts:** Osh, I read a while ago on this to your point. Rachel, I read The policy that if they go over the limit, they have to make a planet corrections. Every time they go over the limit. The screening agency shall. Do you know if that's accurate?

**holly gieszl:** I don't know if that sounds accurate that don't like,



# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

**Jack Potts:** That's maybe a way of looking at this. Maybe we ought to look at that. Maybe I'll look at that again because that may be if we have a report and the man they do that every time they go over to 61 They're supposed to be a planet correction too, so I don't know if that's being ignored or just fiction.

**Geraldine Roll:** So Dr. Potts seems to me my time in Maricopa County UPC often had to go on diversion. and so it was because they were Populated and so how did that go into effect? What caused them to go?

01:15:00

**holly gieszl:** Okay.

**Geraldine Roll:** Into diversion. So they sort of shut down, they didn't take anybody.

**Rachel Streiff:** What does?

**holly gieszl:**

**Rachel Streiff:** So what does on Just shutting down and saying no more admissions.

**Geraldine Roll:** That's what it was years ago. I don't know what.

**holly gieszl:** Except they won't do that for the police so I can provide you some clarification Detective Sabrina. So value-wise is woefully understaffed, they're having a very difficult time hiring and keeping nurses. And they also have a floor on quarantine for covid in the flu. So they are more secure as well. The system is, well, aware of this problem. Their monthly meetings with Valley Wise to try to get these numbers up but it has forever been an issue. So they're doing a pilot program with You have Coe court at the UPC and they're able to do that at a very small amount. But they're getting a lot of push back from the office of the Public Advocate. Those have to be virtual and they want them in person if the county is not going to build another court. So we're well aware of this. There's a lot of effort to try to assist this but one of the reasons why these centers are filling up as they can't

**holly gieszl:** get people to move through the system and they will try to manage the flow of people, but they're not going to say no to police because police are pretty somebody in, then, we want the officers to like, even and go. So yes, it is an issue. Great. Thank you, Rick.

**Rachel Streiff:** At one last quick question, suppose someone is determined that they need to be admitted, but then they end up being released. And then they go on to commit a terrible crime or get really hurt or hurt somebody else that ever gets measured or evaluated or counted as an accident or a death.

**holly gieszl:** After the relief. Yeah, it's usually that these petitions expire. They're being repeated. It's very rare that they just get rid of my knowledge. I don't know if you guys know any different,...

**Sommer Walter:** If I may say that's not accurate,...

**holly gieszl:** but they're

**Sommer Walter:** my brother is a perfect example of that. He was Pulled out of a canal three times in one day, taken to your PC. If they kept him and didn't release him, he would have never come, would never have, been convicted of a felony and gotten in the trouble that he got into. So that's inaccurate and...

**holly gieszl:** I think.

**Sommer Walter:** It's not uncommon.

**holly gieszl:** I think that this is an important topic and it's one we can follow up on because I'm not aware. Of any database that Arrests and links looks back to see if that person in the past week, two weeks, whatever. Day hour had been at one of the screening or evaluation agencies or had just been released from a hospital.

**holly gieszl:** I think this is a data link that we need because we know that we just got last year for the first time, the readmission rate to births was almost two-thirds. It was close to 65% in 66% of patients who leave birth get readmitted and it was within the year within 90 days, So I think that the linking discharges from urgent care and from births To arrest records is a very important issue because what we've done is we've moved the jails. Up to be part of the continuum of care and that's kind of maybe not what we intended to do, right.

**holly gieszl:** So I've made notes on that as areas we will want to talk about and probably deal with next the final things under the strategies that I had listed,

**holly gieszl:** I am hearing about more and more SMI individuals. Who are you?

**holly gieszl:** Either rescued by adult protective services. Or the police are called and the police rescue them and these are individuals who because their clinics don't have housing. Or a birth placement.

01:20:00

**holly gieszl:** They are living in. Group homes, board and care homes, quote, unquote. And some of the places are atrocious. In Tucson, they have for a while used board and care homes as housing for the SMI, the clinics actively refer to Board board and care homes in Tucson. We didn't do that as much up here, but just this year I have had SMI clients who in fact the case managers had taken To a board and care home when they didn't have. And it was because they didn't have an alternative and then they left them there and nobody checked on them. it's becoming my senses a problem. So,

**holly gieszl:** Adult protective services is also frequently involved in those situations when they get a referral and they go to the board and care for the group homes. So, my question is, do we have a way? Of. Linking finding out from Adult Protective Services. the individuals who were

**holly gieszl:** they had a complaint about and they went out and they found them in An unlicensed facility in which the person is an SMI. is living with SMI and isn't an enrolled member in The birth. and why are they there? And I'm not suggesting that I understand it could be a really practical solution, but I think the migration of individuals with SMI into unlicensed houses in Phoenix is an increasing phenomenon and it's relatively new here compared to other places. Thanks really to Arnold vs aren't here.

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

**holly gieszl:** So those are issues. I wanted to put on the agenda under new business and I would like to try and if need be a virtual meeting. But I'd like to hear some discussion. I think Matthew has some ideas about subcommittees. if you would we have Dr. Potts' suggestion, about the assignment of IEDs. Matthew, could you share your thoughts on the subcommittee? Yeah, I think it would just allow us to be mineral like this smaller organization. We get to work on the things that we're all passionate about and then, I think one of the issues is that we meet every month or sometimes, if things are canceled. Now, two or three months have passed and they still have a thing on the agenda. I believe today about this requested mercy care, four months ago.

**holly gieszl:** So I like this subcommittee idea because Jack loves doing home visits and someone else doesn't have a car. We're not gonna put the personal without a car on that, I'm just trying to make up reasons why if someone hates the 80s because I wrote over 10 years and then I want to look at it anymore even though that would allow us to be more nimble in those areas Rachel's. Whole thing about sorry, Rachel can't wait to arms, but everything that Rachel's been working on with those individuals. People that aren't getting their medication discharge in the hospital like that need to be addressed and that should be followed up on consistently by people that are focused on that. And I think by dividing in conquering these pieces and coming to this meeting and having discussions about things that need to be. But if you know just what happened today with the birth that Jack went to and this rule. Sorry.

**holly gieszl:** That would just be Jack showing up. Here's the five that we did. Here's the reports. You have the prior to the thing. We're recommending these five. Go to mercy care for response. And we're done. Yeah. And then it'll be the same thing with We reviewed 50 IDs. We saw no problems. Or we have these three that need responses from mercy care. But we're seeing a pattern now and we need mercy care or access to respond to this pattern. And I mean, then they would come to the big group it say So I guess that's how I can go get more efficient because Jack is been on the nose about that's not following On things and partially, that's my fault as a secretary, but I think this is a way to divide it, where people know what they're going into their passion about that or have more knowledge about that, and we can be more nimble. Instead of waiting that's everything against

**holly gieszl:** any thoughts on subcommittees, so that we can probably do it by subject matter and nobody would have to stay on one subcommittee. it's not going to be like you only can work on this issue. We just have some committees rotate around. From time to time is that anybody has thoughts one way or another. In addition to what Matthew said

01:25:00

**Rachel Streiff:** I definitely think it makes sense to do a divide and conquer approach. We should probably put some thought into what exactly those subcommittee should be.

**holly gieszl:** Great Sommer.

**Sommer Walter:** I agree. I think we can. Get a larger footprint, on the ground because can't. i feel like if there aren't these subcommittees, then there might be too much focus on one area in comparison to the other and needless to say There's a lot of room and need for help in every area of SMli. whether it's looking at the conditions in which they're living in if they're receiving appropriate services within those

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

living conditions but also the unsafe discharge we see frequent flyers. How many times? I think if you have a split, we're able to address and get

**Sommer Walter:** Just better quality. Hopefully, for these individuals, get them what they need, bring them to attention. That way it can't be ignored by, access mercy care, the providers, you can't ignore it.

**holly gieszl:** Okay good.

**Jack Potts:** And I think the two things we have to keep in mind. There's a lot of iads and I personally believe we all should become familiar with that. The only person who couldn't last time didn't have any access to computers. But I think there's a lot of them and I think it helps us to maybe parse them out. and it doesn't mean We can't rotate it but I sure as hell do want to look at a thousand IEDs. I think I just can't do that. and a group of three can't divide. it's so many number one. So I think maybe having a spearhead like me or Joy or someone saying, Hey, I am in charge of collating your IDs and assisting with the different members. so one person has the ID. So go to a person. Also, on site visits, we all need to go to site visits part of our bylaws

**Jack Potts:** And I'm disappointed that we're not, and I think that's a fun part, and I know that someone could maybe be a co-chair, arranging the site visits, or cherishing. Hey, we're gonna go these places on social like Geraldine and I did, let's go this day because Holly and Josh, the committee said Let's to Well known one on the first products we did no one went last month on the first Friday, So I think maybe we need someone who or some are saying, Hey, I'll bird dog that I'll put out these feelings and say, Hey, he's a three days we're gonna do site visits, who wants to do, and I'll be the lead person on that because some of these tasks

**Jack Potts:** I think we need more than just a subcommittee. They need to hold a committee involved, but maybe just one person reporting. Whatever. some thoughts. I agree. We need to break it down and realize it's not just one meeting a month for three hours or two hours. That is our obligation in the Human Rights Committee here. so I'm going to do

**holly gieszl:** As long as I've been on the committee since I don't know, 2000. Ten. Eleven. I don't remember. Joy's been on longer than me and Dr. Potts was on, I think probably the inaugural committee in America County but getting site visits. Done has always been a problem because it's time consuming and coordinating was difficult. We did a lot when Michelle Allen was the Reba Because this first of all, there are heck of a lot fewer people. they're probably 15,000 SM mind Maricopa then now there's whatever there is. So, there was a smaller population there and the computer system was much simpler.

**holly gieszl:** it was just simpler which doesn't mean that it was better, but it was simpler. So, I think we've got to get on top of our onboarding new members, which is the perfect opportunity for those of us who are here and have let our skills pse. Or slip or whatever, we can upgrade our skills and we'll all be more engaged and successful. I, Will follow up with Frederica about scheduling the meetings.

01:30:00

**holly gieszl:** For all of us to learn how to do this better and in the appropriate portals, I want to be sure that And then I want to explore with Larry and Josh and we're going to need a meeting. That's not one of these monthly meetings where we have all the agenda things to go through to focus just for an hour or so,

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

---

on what our work plan is for next year. And it can be virtual. I'm happy to do it at six o'clock on a Saturday morning virtually or sometimes it's easy and doesn't burden me. Everybody's calendars work in personal calendars, but I believe we need

**holly gieszl:** It has to be an open meeting but you just post it and then you have your agenda. We don't have all the other issues that we have to deal with. So, I'm going to look for a time in October, hopefully. That we can have that meeting at a working meeting if we have to do two, because we can't get everybody together, Josh and I will have to figure out and we'll just have to do that and Matt the secretary who the officers, so we can, hopefully get a reasonable work plan together. And then, in the next week or two, I'm going to be following up individually with members to try and see what your ideas are about a work plan for next year. I tried to throw some ideas out.

**holly gieszl:** I believe that wraps that up. I did want to ask Josh because he's a member under new business, he's a member of the joint legislative Review Council on Psychiatric Hospital Capacity. And it will be chaired this year by sena Witsack and representative pinkrelli. It was highly successful in its prior year.

**holly gieszl:** Was created by Senator Bartow embraced by the legislature in Bryce by the executive agencies You can go and read about it online at the Arizona legislature. It's there as a special committee or a standing committee. I think it's a standing committee and it exists at least through 2026 as a result of a bunch of meetings. And in fact Rachel was in one down with staff and folks and Senator Bartos was helping Senator Watson Representative Pink rally. get things moving so that I think that they're five areas of interest that they've narrowed down to, at least for presentation. Initially Josh was at the meeting this week and can give

**holly gieszl:** a little discussion about those and then we're going to wrap it up, but I do think as we plan what we're going to do next year, We can be an integral, we need to be sure that what we're thinking about at least is informed by what this committee's got going to do and we may be able to Provide testimony and I've got great stories to the committee. So I see it as something where we can contribute to that policy.

**Jack Potts:** Before Josh goes, I didn't see Matt's report he was on the business, he was on the agenda.

**holly gieszl:** I'm sorry. I skipped it, I'm sorry. Yeah, there I Forget everything I just said but I'm not going to repeat it. We'll come back in just a second. So, Matt, Okay, go for it. So a couple months ago, we expressed concern about guardianship and whether or not I've already consent to treatment for an SMI person with SMI. And we formally made a motion to request that mercy care, provide any guidelines or training, they provide to SMI clinics. To help them understand that a legal guardian is consent.

**holly gieszl:** And Mercy care came back. I think through Larry, tell me if I'm wrong Larry. But if I can paraphrase, essentially, what they were saying is, that's a very broad topic that is the take. All they ask for more specificity specifically. They wanted more specificity so this is four months old. At this point I didn't think what we requested was broad in any way shape or form. And I would like to recommend that as the IOC says no, we would like you to answer the question as written. and make them get that because it's not

super difficult. It's what's the ampm What are your guidelines? What is your contractual obligation with these people? That's what I would like to request today. But I wanted to bring it back up for discussion because I know it was a hot topic when we started it.

01:35:00

**holly gieszl:** The letter that was sent in response was clearly written by Mercy's lawyers. Yeah, and it basically said lies and Policies that relate to How we deal with guardians our confidential business records and are not going to be distributed to anybody. That is a classic response from the Reba's lawyers, Josh and I have seen that before.

**holly gieszl:** And it's unfortunate but that's their legal position.

**holly gieszl:** The takeaway from that is that there is no way for a guardian for Advocates for patients to know. How any given clinic is within mercy. Is going to respond to a guardian.

**holly gieszl:** Josh is the expert on Guardianships, and I think we probably need to have a more thorough discussion, but the notion to me that

**holly gieszl:** there is not a mechanism in Arizona to know what mercies Policy is as to how guardians are treated. And what are their legal rights and responsibilities and constraints if that is a confidential business, Policy. Then we need to change the law. and we need to make it not a confidential business policy but that's a larger discussion. But I'd like to have Josh's views on this. I think it's discussion about how we follow up like Matt said, because

**holly gieszl:** There is guidance and it's the Arizona administrative code. That's the statutes, and it's the ampm, and it's the contract itself between access and nurses care that says What gardens authority is and when they can send to care, which is whenever there's regard in place, they replace the person. Yes, in my number as that decision So that's very clear but Mercy care doesn't allow for the guardian consent. Certain situations like consenting to a birth and so cancel. Counseling. Except so, How do we follow up with them to get to that question? All I want them to say is We do follow the administrative code that statutes or we don't but they're spitting back to us Lawyer made sure of that back and said We're not going to tell you what our policy is.

**Jack Potts:** Why don't we not ask about policy? Let's ask what they do. How often do you train the clinics? When do you have training for the clinics? On guardianship roll. And can we see the training materials? national policies at all. This is stuff. They provide connections. So what training have you provided? Please let us know. I'm just saying, That's a lay person's way. It may be looking around getting around that. Just a thought.

**holly gieszl:** I think the thing we have to do that we haven't done in the past. Just keep knocking on the door. Keep following up until Even if they send back another letter and say, We're not gonna answer will follow up with another letter and keep drilling down as much as we can. So I think however we follow up with Jack, just suggests, It's a good idea. Let's just ask for the training. We could also ask very specific questions in a circumstance where there's a guardian in place and counseling is needed may the ian consent to the they Guardian consent to an applicant. Ask them very specific questions.

**Jack Potts:** It's Great idea.

**holly gieszl:** To say Do we have to make a motion in this meeting and say what? We are asking, I'd like a motion. It doesn't have to hit all the questions in it. I'd like emotion as to how we're going to proceed and if you want it to be you and Josh talk to Dr. Potts' necessary. who's going to follow up on it,...

**Jack Potts:** I move that Matthew follows up on Mr. Moody,...

01:40:00

**Jack Potts:** follow up with the previous letter and their response in a manner discussed today.

**holly gieszl:** All second. It's Rachel, were you?

**Rachel Streiff:** Yeah, this comes up and Josh mentioned several of them, I mean, we could probably come up with five, real specific. Questions level of care at discharge. ACT team medication observations, and speaking with the Guardian without the ward present. Those are the ones that come up.

**Jack Potts:** Great.

**holly gieszl:** okay, so Rachel the motion then would be that Matthew Jack

**holly gieszl:** Would you accept an amendment to the motion? Be that Be working with Rachel and Josh follow up with a response.

**Jack Potts:** And in fact, Matthew can choose whomever he wishes to discuss the letter that they can sell with the world. But yes, that's a friendly amendment.

**holly gieszl:** That's gonna start asking questions. Okay, I'll second that as amended all in favor, I Any opposed. No, okay, we're down.

**Jack Potts:** No, two more things. one, if I may be Matthew, you are going to make a list about what we did and who's responsible, like we talked about, you said you into No,...

**holly gieszl:** And you're talking about breaking it down and kind of like what you did in the email.

**Jack Potts:** What you said? In general. The secretary was going to have a follow-up.

**holly gieszl:** Yes, follow up on the accident. Yeah.

**Jack Potts:** And who's responsible for the action items time date.

**holly gieszl:** Yeah.

**Jack Potts:** Secondly, nor has a committee heard anything about inquiry, we send about a manual camp as a care. Did we not send a formal inquiry about whether or not they have to do IEDs because they had never done an IAD. So are there specific members? We talked about other specific agencies that are not required to do so. I remember,...



**holly gieszl:** That might,...

**Jack Potts:** Josh really?

**holly gieszl:** they're not,...

**Jack Potts:** We're all there. We

**holly gieszl:** there are if your license, then you house SMI members, you have to do, IDs

**Jack Potts:** but we sent the IOC voted months ago on an inquiry about that how we received responsibly

**holly gieszl:** I don't remember that meeting, but you I mean, Larry, do you remember that at all fredrika? I know you guys have a million meetings but we'll go back and look at the minutes and find the exact code there. I don't

**Jack Potts:** Why don't I just make a new motion to do it, How's that sound? Because we discussed that at length months ago, Emmanuel camp is a care facility with four or fibers there and they said they'd never done ID and we searched and couldn't find it. So I would move that. We formally ask whoever is a manual campus that is specifically required to do IDs and if so why have they not done any? Because there's none. They've done it.

**holly gieszl:** Who licenses a manual? Is it licensed? Okay, what it asked,...

**Jack Potts:** Yes.

**holly gieszl:** What is it licensed for?

**Jack Potts:** I have no bloody idea, but they had their house smis in the supervisor Nursing home. they have probably 600 people there.

**holly gieszl:** Okay, I'll figure out what it's licensed as and That will point us down the right road, at least because that's the first start and it's I am or EMM. Even.

**Jack Potts:** But no, it's not. it's with an eye. We were there. I mean, am Maybe need to go back to, I apologize. But this has been months. Maybe you should look at the minutes, but this is something we need to investigate because Josh I think you were at the meeting weren't you? Yeah, you were there.

**holly gieszl:** You asking how it's spelled, I think it's

**Jack Potts:** No about our discussion afterward about, they never did my ad and we talked about the four months ago, and we've got no resolution.

**holly gieszl:** So Jack, what I take for that is that when there's our side of any to follow up on them better, it sounds like we need to make a motion today and just started to back up. One.

**Jack Potts:** I agree. And that's what I just did to try. So you don't have to waste your time going back to the minutes. so,



**holly gieszl:** You want to make the motion Jack?

**Jack Potts:** I did, but I'll say it again. A number of us were at the Emmanuel Campus of care which has hundreds of patients, many SMI, they're suicides others. They didn't know about the lads. So we talked about that and the motion is that the IOC is inquiring whether in fact this facility or any other facility that's licensed and houses the word is Not obliged to do IAD IDs.

**holly gieszl:** Second. All in favor. Hi, any opposed?

01:45:00

**holly gieszl:** Okay, I believe that brings us to public comments. Katie Williams has been patiently waiting and listening, and probably trying to hit The email that she sent her application attached to.

**Jack Potts:** But Josh was going to report. He didn't talk about the members. You said he wanted to do that and then we broke in with Matt's thing. But I don't care.

**holly gieszl:** Thank you,...

**Jack Potts:** I mean, you said that Josh was going to talk about

**holly gieszl:** yes. Yes. So there's a legislative committee that has been focused for the past couple of years on SMI issues this year. We kind of set the agenda yesterday and it's going to be on five. Issues that I think impact the chronically mentally ill. So that's what it's going to be is oversight, secure births And how do we get them up and running bursts? Like the services that they provide medical Inappropriate discharges admissions, things like that, force in particular SMI rural, workforce development and how we can make some progress there, improve the quality of the staffing. And then

**holly gieszl:** I can't remember the fifth one, but we have our first meeting on October 10th or 12th. And to get set up, we're gonna do three planning meetings and then we're gonna have the actual committee meetings at the beginning of next year. So it's an important group because it has the bully pulpit at the legislature it flows into session. So we can create bills and create funding. So it's important. And the more participation we have the better it's going to be so that's why there will be no meetings of the Council this year. There will be a planning meeting. That. So there won't really be a report from the planet. Don't quote me on that. So, that's maybe at the council meetings. In.

**holly gieszl:** She's got all we were focused on yesterday was getting the planning meeting set up, so that we could be ready to vote. So, okay, cool And the first planning meeting is on October 10th And what's the subject? We're going to be setting the stage for. The. Population of chronically mentally Got what I need, why? The gaps in the system. So the plan is to kind of set up some ways like we did last time, police everybody that touches that group God. And so continuum of care please fire. Emergency rooms, jails and attorneys, judges and the criminal justice system getting everybody together to discuss. That's going to be the first meeting because I think maybe it's more interesting that way. Yeah, it's more explainable to the public, And so that'll be the first time. I mean, that's about as far as we've got, okay.

**holly gieszl:** All right, so It is an update on Katie Williams. Hello, public comments. What are your thoughts? What did you want to talk to us about?

**Katie Williams:** So maybe Dr. Potts would have more insight about this. We were kind of talking about the bhrfs and their lack of programming and services for the clients that are living in the facility. How often are they and maybe this wasn't addressed, but how often kind of bucking that responsibility off onto the SMI clinics? When the client is mi? Because something that we see at the public defender is that because the SMI clinics are so depleted that they go without treatment. And so then the symptoms become criminalized and then their recourse is to call the police on the client. So I'm just wondering, do I think Holly you kind of touched on? We don't know if they're being paid for the certain programming or maybe that's my clinic's responsibility. But I was just kind of curious about who's responsibility that is.

**holly gieszl:** The Responsibility of the b.

**Jack Potts:** That if I may,

**holly gieszl:** Is. Dependent on the Scope of services that they're contracted to provide and the scope of services. Depends what determines what they're paid for. so,

01:50:00

**holly gieszl:** You can have a birth that does some services house and contracts out to do other searches to have other outside contractors. there are certain services in the regulations that. Require certain services to only be provided by the birth. But in reality other entities do provide those services and that has led to a lot of confusion as to who had the right to build for the service. So the birth would have been billing for the service, providing the service A patient. Let's take case management. Births are paid as part of their fee, to do case management. So they're doing case management.

**holly gieszl:** A patient goes to his clinic.

**holly gieszl:** Gets his injection. And somebody there is a case manager and they say Hey how are you doing? Do you need a ride home? okay. we'll get your ride call. And they bill for case management.

**holly gieszl:** The case management in that instance, you bill in increments of 15 minutes. So if you talk to somebody for five minutes, For seven minutes, you bill for 15. What's happened? access comes in and they say, Wait, The birth is billing for that, the clinic is billing for that. Birth, you should have known that. The clinic was going to talk to them when they were there about transportation. You're unbundling billing, and we're going to say that that's ud. To the birth. And vice versa. So it's not a clean system Josh and I have been immersed in it for months now and there is

**holly gieszl:** Very poor monitoring, very poor tracking and poor communication among the births and other providers as to who is billing for what services. that, in many instances, the birth is Providing and being paid to provide. But the case managers in the clinics are also going to be providing case management. So they're billing for it. It's confusing

**Jack Potts:** If I can add in the old days is Holly and some of us. Remember, Patients would stay at birth. They were supposed to be getting treatment there. The birth was getting paid to do some treatment and stuff. They weren't doing it. patients, generally were going to the clinic and getting groups and being transferred there and that's what happened. They were going to the clinics and most of them, a good percentage were spending the day there and that was a good thing. We thought a lot would stay in bed,

refuse to go and then we'd sort of encourage them to go and talk to the case manager. Why aren't they prodding them more? What happened? I think from a layman perspective that access came in and said whoops, just what Holly said. We're paying the birth to do certain things, and we're paying the clinics to do these. They said We're not going to play at the clinics anymore. So it defaulted to the births and the bottom line is the birth board ever. In most cases, we've seen some good ones.

**Jack Potts:** I didn't have the capability to provide a level of service that these patients were getting. Furthermore, it was helping with independence because it went to the clinic and out. other people from different homes. Take transportation. So I think when access came in and the system changed, they realized it was fraud or whatever was wrong, but we're just going to pay for the birth now. The rules say They can pay both...

**Rachel Streiff:** An observation that I'm seeing.

**Jack Potts:** But Yeah. Yeah.

**Rachel Streiff:** Is that? The birth residents are going to The SMI clinics for a group, if you will.

**Rachel Streiff:** I think you're right. Katie, the SMI clinics are depleted, the quality of services. Is really not good in some SMI clinics and we have problems with, for example, just the transportation is wonky. Their rides. Don't show up that they go to the so called group, but they're smoking out in the parking lot. For the whole group. And there's not a lot of oversight and kids are getting in trouble and getting drugs in the bathroom and running off to circle K. So the SMI clinics have some issues. And in providing these services as do the births, I mean, and Katie's, right? they're a bit depleted. I agree.

01:55:00

**Katie Williams:** And statutorily, I mean under Arnold versus Thorne. My understanding is that the clinic has to provide certain services. I mean, they can't rely on birth, right? it doesn't make sense to me.

**holly gieszl:** The births were. This is a discussion that we may want to have A really thorough discussion with some outside experts on here at some point. If we don't have anything else, we're working overtime. and I apologize for that. We had too much of an agenda and we're gonna learn to be more efficient. At least I am And I'm sure I created a lot of the inefficiency. I apologize for us going Late Motion to Adjourn and Motion to Adjourn second all in favor. I opposed it. Thank Where did Sabrina go? She went to the ladies room. She thinks she's had a birthday. This has gone. So

**Katie Williams:** Thank you for having me.

**holly gieszl:** Thank you Katie, and we look forward to having you back next month. Thank you. Bye.

**Katie Williams:** Yes, thank you.

**Lawrence Allen:** Thank you, everybody.

**holly gieszl:** Thank you.

Meeting ended after 01:56:52 🙌