

AHCCCS Central Oversight Committee (IOC)  
Public Meeting Minutes  
Wednesday, October 18, 2023 – 5:15pm to 7:00pm

## Call to Order

Meeting called to order by Co-Committee Chair Holly Geiszl. The date is October 18, 2023 at 5:18pm. The meeting was held virtually through Google Meet

## Welcome and Introductions

### Attendance in Person:

- Holly Geiszl, Co-Chair
- Jack Potts
- Matthew Moody
- Sommer Mutter
- Rachel Streiff
- Sabrina Taylor
- Joy Green

### Absent:

- Josh N. Mozell Co-Chair
- Geraldine Roll

AHCCCS: Fredreaka Graham

Arizona Department of Administration (ADOA): Lawrence Allen

### RHBAs:

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

### Public in attendance:

- Joel Thompson

### IOC Chairs

- (goldie) Laurie Goldstein

## AHCCCS Central IOC (2023-10-18 17:18 GMT-7) - Transcript

### Attendees

+1 480-\*\*\*-\*\*64, +1 520-\*\*\*-\*\*18, +1 602-\*\*\*-\*\*28, Adonis Deniz Jr., Dawn McReynolds UHC OIFA, Fredreaka Graham, goldie, holly gieszl, Jack Potts, JoAnne (Jo) Kautzman, Joel Thompson, Joy, Lawrence Allen, Maria Reyes BCBSAZ Health Choice, Matthew Moody, Rachel Streiff, Sabrina Taylor, Sommer Walter

### Transcript

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**Holly gieszl:** Thank you, Larry, good evening. This is the meeting of the Central, Arizona Independent Oversight Committee, Today is Tuesday, October 18th. 2023. Our agenda. Inadvertently yesterday listed our meeting date as the 17th. So I apologize for that. The time is 5:18pm. So we will begin our meeting at this point. First of all, I'm not sure if Josh is online, is he then able to join us? Josh He's out of his office and ill unfortunately. So we will proceed. It would appear. Let's just do a quick call of members. Present Rachel strife. Joy Matthew moody.

**Matthew Moody:** Pres.

**Holly gieszl:** Sabrina Taylor. And Are there any other IOC members present that I'm not seeing?

**Sommer Walter:** Had been me Sommer.

**Holly gieszl:** Sommer Summer, you're hiding from me. I don't know what's wrong. Thank you very much and we have just a quick introduction. Matthew, if you would like to introduce Joel Thompson, I understand. He may be interested in joining our group, and we're so glad to have you here. And for the record, you were among the first logged on. So that's always a good sign.

**Matthew Moody:** Yeah, hey I know we had talked about having someone that's like an active practitioner, and so, I've known Joel for a long time. He was actually my supervisor, when I was an SMI case manager, however, many hundreds of years ago, that was so Joel. I hope it's okay. I'm giving an intro for you, but Joel did counseling at the VA for a number of years and now he's in private practice. So I thought that his experience made me desire to join. The committee would be really solid with the better, of course, and the active practitioner portion of it. Joel, I don't know if you wanted to say anything else.

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**Joel Thompson:** No. Yeah, that captures it. I was working for the Reba for six years as a case manager. And then clinical coordinator supervising both, Matt and Josh Moselle too, and then spent the past 10 years at the VA on a number of ways, helping homeless, that's getting houses, keeping housed and then working with SMI veterans and then in January, I launched a private practice. So I've been doing that since but yeah, thanks for having me and I'm glad to learn about this committee more.

**Holly gieszl:** Thank We're so glad to have you and we need all the help we can get in reframing issues. So I'm thrilled that you're here. We're really excited about our new membership and so great. I see that I believe. Welcome Dr. Potts and I think I also saw Lori Goldstein, or Dr. Chuck Goldstein. Charles Goldstein. I'm not sure which one they are, I believe. Laurie is the chair of the Arizona State Hospital. IOC. And as such, a member of our IOC. So thank you, Laurie. For joining. Now, I got a message.

**Holly gieszl:** I don't know, is Katie Williams on yet?

**Holly gieszl:** Apparently, We'll see if she joins us later. She is a potential new member and this would be her second meeting I believe. So I do know she was out at home yesterday with sick children. So we all sympathize with that and hopefully, she will hop on a bit later.

**Holly gieszl:** First item as we go through our agenda. Let's talk. Our provider representatives who are here do but I know I saw a number of people joining early. So Let's hear from you. The health plan then others Cross Blue Shield I see Maria's on any upgrade Maria thank you for joining us.

00:05:00

**Maria Reyes BCBSAZ Health Choice:** No update.

**Holly gieszl:** Thank you, Reynolds is from United, thanks for joining any update.

**Holly gieszl:** Thank you. And we have Tucson. Is that health choice?

**+1 520-\*\*\*-\*\*18:** Karen, Oluk is here with Arizona Complete Health. No updates from us.

**holly gieszl:** okay, thank you, Karen, any other of our community partners any of the health plans on

**JoAnne (Jo) Kautzman:** Yeah, Holly, this is Joe Kautzman with Banner Hi and...

**Holly gieszl:** Hi.

**JoAnne (Jo) Kautzman:** I have no updates at this time. Thank you.

**Holly gieszl:** Okay, I miss seeing you there. Thank you very much. Anybody else?

**Holly gieszl:** Great, let's move on to updates from Mental Health of America. Matt Moody

**Matthew Moody:** Yeah, we had the Mental Health Matters conference, I think that was two weekends ago and it was really well attended. The Mayor of Phoenix, the Mayor of Scottsdale and the policy advisor for the governor showed up. I think we had about something people in attendance in person at Sky Song, and then another 50 or 70 online, and it just went really great, just to remind everybody. It was a free mental health conference to gauge towards the community and give the community skills to walk away from that right then To help with mental health conditions, and their family and so forth. And we see you Larry, I see We actually got an email from somebody saying, my friend told me, she was suicide all the day after this conference and I knew what to do. And we got our help. So it had some impact on the community and was really exciting. So we're gonna do this yearly.

**Holly gieszl:** Wow.

**Matthew Moody:** It's not just Mental Health American thing is a couple of different organizations that came together for it, but mental health America. There's definitely a part of that going forward, and we really want to grow it to provide just community services. So, it was just really a good time.

**Holly gieszl:** Yes, I thank you Larry for sending it. So we need to ask our members. If there's anybody given the agenda, anybody that has a conflict of interest that they need to declare, Anybody with a conflict.

**Holly gieszl:** Okay, none. Thank you.

**Holly gieszl:** All right update from I don't think we don't have a NAMI person but let's get an update from the Department of Administration and AHCCCS. Larry, anything from the Department of Administration we need to talk about?

**Lawrence Allen:** Good afternoon or good evening rather, and sorry about the date on the agenda. That was my fault, not Holly' so I was trying to make things at one time. So I apologize about that. The only update I would have for the committee would be the annual report. Is it due November 1st. And I believe it's on the agenda. We all talk about it so I will leave it at that. So if you have any questions or concerns about moving forward, please let me know. And I'll be happy to help with formatting email, cover, letters, that sort of thing for the report.

**Holly gieszl:** Thank you. Anything from AHCCCS?.

**Fredreaka Graham:** Good evening. And the only thing that I have, I know, was a couple meetings ago, maybe the last meeting. I don't recall exactly, but a question came up in regards to being able to determine how many IAD's were being reviewed in the portal and I did find a way to be able to get that number. So, I am working on that and I can send that over to you all. Probably in the next couple of days...

**Holly gieszl:** Perfect.

**Fredreaka Graham:** But you guys can see how many you guys have reviewed from I guess, January up until this point.

**Holly gieszl:** Excellent, thank you very much. That's really going to be important going forward as we try to move if we move to our subcommittee organization and we really want to track our productivity and what our output is. So that's going to be great and I appreciate you following up on that Frederica. Thank you very much and I'll remember to email you and follow up as well. So thank I think we had one person just joined let's see who's

00:10:00

**Holly gieszl:** I saw somebody pop up. Maybe I can't see exactly everybody who's on. Let me just check Okay. I guess we're Moving on.

**Holly gieszl:** Updates from our IOC community. I know that Laurie is on. Lori Goldstein who chairs the IOC at Ash. Are there any updates Laurie? Thank you for joining us.

**goldie:** our committee is, Currently seeking members. Ashley took a department job at the Department of Corrections. She was our attorney. So we are looking for members. If you guys know anyone that is interested in viewing Seeing Arizona State Hospital, we're currently finishing up our Report which I hope to have out in the next week. It'll show you friends and the number of assaults and things like that issues that we've had over the past year things that we think need attention some recommendations but in general

**goldie:** The administration thanks to the bill that you wrote is a lot. I think they come to the meetings now and I think that Mike Sheldon and Dr. Fowler Are a lot more approachable and not as defensive and they're more collaborative. So,

**goldie:** We're hoping that will make a difference. We get feedback from a lot of patients that they're grateful for some of the small improvements they're seeing.

**Holly gieszl:** Great.

**goldie:** still staffing issues, they still Are relying heavily on registry staff which is not optimal when you're dealing with people with significant behavioral.

**goldie:** Issues. It's really much better when you have someone that knows their triggers. So that's problematic. Hopefully, I'll be able to solve that staffing issue.

**Holly gieszl:** Yeah, it plagues all the healthcare institutions, and ashes is one of many victims of the shortage for sure. I think that From my perspective, just watching Ash over the years and attending a lot of the old IOC meetings in the past when Laurie was on the committee. And I think that the meetings are incredibly insightful and instructive. I think it'd be great if students in various disciplines in not only behavioral health, but hospital administration and other places could join in and listen.

**Holly gieszl:** they're very well civilized and I think That is a reason, there's a lot of rapport and discussion at the hospital. Is willing to engage in and that the prior administrations, weren't I think that's very positive.

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And I think that the patience of, I mean, obviously the patients want it, Change quicker, we all would, but I do think that they feel when and...

**Holly gieszl:** I have a lot of patients, a lot of clients there. I think they do feel that the IOC is something that They don't want to miss and I think that's very positive. think Laurie. Thank you for that update. and we look forward to the annual report.

**Holly gieszl:** And Dr. Potts has his hand up, Dr. Potts question.

**Jack Potts:** Yeah, I'm good to see what's happening with the CRU and advancement as you and I know, and everyone knows there was nothing going on for a couple of years and people were walking around In a locked facility, wearing GPS monitors, which was kind of a silly thing I thought and we all thought. So how is that progressing? Are you seeing movement on the Cruc and that's conditional release unit and people moving forward and getting on with their ISPs. They update us on that.

**goldie:** I can tell you that people have been moved over there. They're getting hour passes, that's working. As far as Superior Court feedback that I'm hearing is that when the patients attorneys file, for a hearing that goes smoothly. The problem is sometimes they can't get hold of their public defenders where especially in the Southern, I think of Pinal County, they were having a hard time. So I think Mike Sheldon helped reach out to them. but whenever we're seeing resistance, if we reach out to the administration, they are actually helping now And I know they're doing more risk assessments.

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**goldie:** So there's always going to be a tension and a balance when they do a lot of risk assessments and they're going through that right now. But at least they're doing things again, they've increased food visits from it, it used to be two, then none for a year and a half or two. Another, I think eight food visits four to eight So, the patients are happy with that.

**Holly gieszl:** That's a great question, Dr. Potts. And I know Mike. My clients are moving really pretty fast. It's faster to get a hearing in Pima County than it is in Maricopa, but we're getting them in Maricopa set within 30 days when the record packet is complete and I think what's really important Is that? The Ash staff all show up to testify and the medical director. Often is on the zoom. I haven't met him but I finally figured out who he was and I found that to be very positive that even though he wasn't testifying, he was listening and watching and observing and as Dr. Potts knows in the past medical directors, have either not attended or have

**Holly gieszl:** Told the Ash providers not to go. So I mean, this is in many ways and obviously I'm an unabashed critic of Ash and many instances from time to time, but there is a lot of credit due for some progress, there and changes. And I want to be, I think what Laurie just lect talked about reflects that we have some unfinished business items that we want to run through.

**Holly gieszl:** And starting Dr. Potts and going through and looking at matters, there was a discussion about you doing a letter about consent by individuals. I'm just gonna run through these, we don't have to

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spend time on them because I want to come to another discussion about a meeting later, but is that something you're still going to do?

**Holly gieszl:** But we can't hear you.

**Jack Potts:** I'm sorry. Remind me. I don't know about consent.

**Holly gieszl:** It was.

**Matthew Moody:** Then we had asked Mercy care what their policies and procedures and training for that was their lawyers came back and said That's too broad of a question. And then we agreed in the last meeting that there would be a letter written on the state that we would like you to answer the question. Still with a little bit more.

**Jack Potts:** And I don't remember being the one who was tasked with that, more accepting that because I know Josh certainly is an expert on guardianship. So I apologize.

**Holly gieszl:** Okay.

**Jack Potts:** That wasn't on my agenda, nor my radar at all because I had it.

**holly gieszl:** and we may have put it their mistakenly

**Jack Potts:** Maybe and I apologize I was looking for something else. But yeah and I don't feel comfortable with anyone doing it since I didn't draft the original letter. So I think it and...

**Holly gieszl:** Okay.

**Jack Potts:** get the response but I'm willing to work with someone if I want. But I will put it on my radar...

**Holly gieszl:** All right.

**Jack Potts:** But maybe we need to reassign it and I didn't see.

**Matthew Moody:** Holly. I don't mind doing it and then just having Josh, sure, you take a pass at it, if it's wrong and...

**Holly gieszl:** Perfect. But Okay,...

**Matthew Moody:** getting it, I can get that done this week.

**Holly gieszl:** That's great. Excellent.

**Matthew Moody:** Jack, is that okay with you?

**Jack Potts:** Yeah, no. And course again it wasn't on my radar nor my whiteboard.

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**Holly gieszl:** Okay, so Matt will follow up with you next week. I think that's an important item and it's going to be important. Portion To discuss in our annual report. I'm going to skip a little bit out of order here.

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**Holly gieszl:** Did anybody do this in the past month? Do any IAD reviews or cite this?

**Jack Potts:** I have some IAD's that will return to me from Frederica and I reviewed the responses to those and there's nothing that really significantly bothers me. I have not reviewed any IDs in the last month...

**Holly gieszl:** Okay.

**Jack Potts:** but I've not reviewed any uid's nor will I here on the Friday schedule for site visits and we can talk about.

**Holly gieszl:** Okay, great.

**Jack Potts:** And if we want to talk about site visits, I'm willing to schedule one. with the members here, if we want to throw out a date that I can go and see if anyone wants to bite.

**Holly gieszl:** That's a great idea. We'll take it up but I want to take it up a little later. We've got a big agenda and I don't want to spend time scheduling, and we don't have a lot of our members here. So,

**Jack Potts:** Holly, if someone wants to join me Sunday at 10 o'clock, if anyone is anyone who is here? We don't have to, That's just say, so if not, then we'll say no 10 clock Sunday. You can.

**Rachel Streiff:** At 10.

**Jack Potts:** Okay, that's done. Now we have a site visit schedule for Sunday at 10 o'clock and I will then email everyone. And we'll figure out where you would like to go. I have a couple that I've heard of, let me know a certain town so we'll just shoot for Sunday, ten o'clock. And I'll send out an email, confirming it, okay? Thanks,...

**Holly gieszl:** Excellent.

**Jack Potts:** That was easy.

**Holly gieszl:** Thank you.

**Holly gieszl:** okay.

**Holly gieszl:** The Laurie is gonna be stepping off but she's kindly said she'd be available if we had any questions, so thanks to Lori for that. I want to go back to a manual campus of care. I have a letter drafted, which I'll be reviewing with sending around to ask. Why? A manual is not required to do.

**Holly gieszl:** IEDs apparently, and what the process is for determining who does not do IAD's. And I believe that should simply go to access. So that's a question for Frederica. Should my letter just come to you as our liaison?



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**Fredreaka Graham:** yes, you can send it to myself and to Larry,

**Holly gieszl:** Okay, And we'll do that. As you may remember, from one of the site visits, I Emmanuel campus of care indicated that they don't do. haven't done iads. And our question is simple, why are they not required to and what's the criteria for that? So that is in a sense? What is the letter? Okay. Moving on now to A new business.

**Holly gieszl:** Had talked about this last week. I would like to talk with Josh and I have talked. We would like to have a special meeting of the board to work on some specific issues that relate to first of all, Finalizing and improving the ual report. Dealing with us a stand on how to best on board, new members since we're happily growing.

**Holly gieszl:** And that. I think it is going to require some. Discussion, and Participation by our new members, because we now have as many new members as we had existing members or more, I guess. So, I want to make sure that the new members tell us what they want to hear from the committee, and how they see the committee working. So it's a bit of a combination of planning and planning, our focus activities for next year. Which is a part of our annual report and also the common educational requirements that we need to focus on. For all the members Frederica is offered to

00:25:00

**holly gieszl:** and did provide, I think the POWERPOINTS for the IAD system. I think we may need to have some in Some zoom sessions where we can actually have somebody online to walk through with us. That was sort of one of the things I think we want to talk about. So as part of onboarding is what we need to do for new members and then those of us who've been here a while but maybe aren't as savvy as we should be with the IAD portal. And how do we address that jointly as two joint issues?

**Holly gieszl:** Second or third. I would like Josh. And I talked about using that meeting as a time to get a subcommittee structure set up. Matt Moody has been working a bit on that, I think and I think if we can get to subcommittees, to do the work, In between the board meetings, we can accomplish a lot. So that would be another aspect. and to schedule, Some points during the year where we make sure we take time and examine what we are producing and the outputs that we are producing. and then,

**Holly gieszl:** The final thing a little bit at that meeting and I would invite at the end of the meeting, the chairs from southern Arizona, and from northern Arizona, and Lori from Ash to talk about having a statewide IOC meeting. We had a couple of them and a really good one. In Casa Grande, we all met there and zoomed in. We can certainly do it more easily but it was very helpful. It was a really educational instructive, few hours to talk about how each IOC is addressing the problems. In its particular area, At that point, there was only one Reba. So, it was somewhat easier but now with three, I think there are a lot of things that maybe we can learn.

**Holly gieszl:** The community iocs from each other and I'd like to see us try to pull that together and I would invite the other chairs to join us. So my question is for the committee and I'd like to ask Larry to help if we can try to find maybe an Hour and a half before the 30th of October. So we're really looking at another 10 days. That The board. We'll have to post it's a board meeting. So it'll be subject to open meeting laws, but we won't be doing anything except focusing on the work products that we want to have next year. The use of subcommittees

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**Holly gieszl:** reviewing and a final report draft. And so are there, if anybody is I'd like to kind of see if their days next week absolutely work or don't work for people. It's always risky to do this in a live meeting because everybody will say, I can be available two hours on Tuesday morning, but not on Wednesday morning, whatever. But it is, if everybody could quickly look, I would like to see if we could do a zoom or an in-person maybe one morning before everybody gets. So busy. And if you looked next week,

**Matthew Moody:** I'm good for every day, except Wednesday morning, I can do every morning that week.

**Holly gieszl:** And we could think about if as I'm looking here, I'm looking at maybe Tuesday. Morning.

**Rachel Streiff:** Can't do Tuesday. If there was a Friday possibility that worked for everyone, that would be ideal.

00:30:00

**Holly gieszl:** Okay, it's Friday this week. I can certainly do Friday morning.

**Matthew Moody:** I can as well.

**Rachel Streiff:** I can't.

**Holly gieszl:** Okay.

**Sabrina Taylor:** I have a conference this week but I can do the 27th.

**Holly gieszl:** You can do it. Okay, the 27th that's Friday.

**Holly gieszl:** Friday morning.

**Matthew Moody:** That's good for me as well.

**Holly gieszl:** Dr. Potts Friday morning. Good.

**Matthew Moody:** He's nothing. He nodded.

**Jack Potts:** I'll try and fit anyone's schedule.

**Holly gieszl:** Okay, Joy.

**Joy:** I'm available.

**Holly gieszl:** Sabrina.

**Sabrina Taylor:** Yes, I just have a meeting at 10 am. So if we can do it before then,

**Holly gieszl:** All right, great. So

**Holly gieszl:** We could. Let's shoot for Friday. October 27th at 8:00 am. Is that good?

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**Jack Potts:** No issue free.

**Jack Potts:** Can we shoot for 8:30?

**holly gieszl:** 8:30, Yes that's actually better for me and...

**Holly gieszl:** I would think that we would certainly be done by 10:30. and you'll have the annual report draft in advance over the weekend and...

**Jack Potts:** Or 10.

**Holly gieszl:** We will Hopefully be done by then, and to the extent that you give some thought to what I've reviewed subcommittees that you'd like to see for new board members. This is really I'm enthusiastic about listening to you, Dr. Potts and Joy and I have Dr. Potts. When did you come on the committee? How many years ago?

**Jack Potts:** I think before you were born, Holly,

**Holly gieszl:** I doubt that you don't know how old I am or you wouldn't be saying that and just to answer just if anybody's curious, that would have meant, he was on before 1954. but Dr. Potts has been on. Since I think the original formation of the locs or shortly thereafter in the 90s, Okay it.

**Jack Potts:** Shortly thereafter.

**holly gieszl:** But in the early 90s,

**Jack Potts:** I really don't remember. I have a difficult time scheduling today so...

**Holly gieszl:** Okay.

**Jack Potts:** How are we going back? 10 years 15. Sorry.

**Holly gieszl:** Good point. So joy has been on since 2009 or 8.

**Joy:** I couldn't tell you, I don't remember but it's been a long time.

**Holly gieszl:** And I looked back because I did have emails that went back that long which is kind of frightening but like I came on in 2010 or 11 it looks like there was an overlap and Josh has now been on for a good six, eight years, I guess. So I really see this as an opportunity for people who are in the field. our new members are In the field working day by day, I'd love to have your thoughts fresh and unvarnished. And to tell us how you'd like to see this committee move forward. I think this is a great opportunity with our growth to have lots of new ideas. So,

**holly gieszl:** I look forward to that and I'll be sending out some emails and things through

**Holly gieszl:** Larry in the meantime to get some more thinking going. So thank everybody for being willing to do this on a Friday morning. I would like to go back up to an item that kind of fell through the cracks. But just get an update a bit. we have a mother back in May I guess July who wrote about her daughter who had passed? and she sent the email to the IOC portal, which means that's the portal for all iocs in Arizona, the three SMI iocs and the Ash iocs and Larry

**Holly gieszl:** Handled that. And instead of sending it to the IOC to us. It did mention Dr. Potts. But he sent it over to access because he thought that was a quick way to get. A response. In July the individual. And as I understand it Frederica, you picked up the ball at that point and sent it over to Mercy. And it didn't come to us. As an IOC. so, just two things to check on right now. What is the status? Of.

00:35:00

**Holly gieszl:** The inquiry by this mother whose daughter, as it turns out went missing. After she was discharged from Haven and died on the streets. It appears where do we stand in that and follow up?

**Fredreaka Graham:** I'm not privy to that information. That information stands with mercy care who is the Person or the folks that conducted the investigation on that. But also because R9 21 states that the iocs can engage in the DNA process for SMI members, this particular person, you're referring to is not SMI. So we're not at liberty to provide any information, even if I did have it because the HIPAA violations would say that we cannot because one she's not an SMI member and for two, we don't have any ROIs on files saying that we can have a discussion. The original Request came to us by.

**Fredreaka Graham:** Testing and updating you all would have needed to have a discussion in an open forum. this one, take a vote on it, send it over to us and write it as a formal request and then start the investigative process in that manner. As the iocs are always instructed to do, because that didn't happen. There was no way for us to know that you guys were, I guess involved in it. Wait, hold on.

**Jack Potts:** Let me stop here, Ms. Graham, don't let me know.

**Fredreaka Graham:** Yeah, this here,...

**Jack Potts:** Let know, I'm sorry. Fredreaka, Frederica.

**Fredreaka Graham:** this confidentiality agreement Doctor You,...

**Jack Potts:** I no, no, I'm sorry, we'll be on that.

**Fredreaka Graham:** you are not free to speak in this...

**Jack Potts:** Would you? I need to correct her.

**Fredreaka Graham:** because it's a competency out.

**Holly gieszl:** Okay, that way, Dr. Potts Okay.

**Jack Potts:** I need to tell us...

**Holly gieszl:** Yeah I understand.

**Jack Potts:** where she Please.

**holly gieszl:** So as I understand just to summarize Frederick of what you're saying is that access is position is

**holly gieszl:** that you Larry sent this complaint that was sent to the IOC to access. You sent it to Mercy, right?

**Fredreaka Graham:** What happened? The request came to us and the way that it came to us as a public request, The way that we would determine if it was an IOC request as if it came from the IOC, it did not come miles.

**Jack Potts:** It is wrong.

**Holly gieszl:** Okay, I understand.

**Holly gieszl:** But here's what I'm trying to get it and Dr. Potts, let me just get down on A clear understanding of how Larry and Frederica handled it and email.

**Fredreaka Graham:** So it is a quick request, correct?

**Jack Potts:** But if I may clarify since I'm the one who had this come and she correspond with me, I am the one who brought it to the attention of the ILC, a month later, when I got a query specifically from the mother, so let me give some background. I met the mother. I said If you have some issues you'd like to feel free to email mercy care, not Frederica or Larry. But the IOC she also copied me on that email as you can see. So who cares, I don't think HIPAA, maybe moot or not, may have to deal with that but we're not even at that point. Are you gonna point out Miss giesel? What the point is this was directed to the IOC. that was to us to look at but we were bypassed

**Jack Potts:** And so, I guess my concern is If they want to deny access or say You don't have rights blah blah blah, That's fine we're not even there. I think that's the issue raised. Graham this came to the IOC It came to the only email we have and...

**Fredreaka Graham:** you

**Jack Potts:** I was also copied on that. So that wasn't all. It obviously was meant to go to the IOC and was directed to the AOC and me as a member so, Anyway, it was never directed to mercy.

00:40:00

**Fredreaka Graham:** I'm sorry. It's,...

**Jack Potts:** Care, never to access.

**Fredreaka Graham:** it's not directed to mercy care access, but it wasn't from the IOC either when it comes to me.

**Jack Potts:** It doesn't have to be from there.

**Fredreaka Graham:** When you all are requesting a response back, it would need to come from the IOC as all your requests come. I'm just not sure at what point that particular instance didn't happen. I mean, we've never and...

**Jack Potts:** What didn't happen?

**Fredreaka Graham:** all my years here. We've never given a response back to the IOC just because you guys ...

**Jack Potts:** We didn't want to respond, we weren't ready.

**Fredreaka Graham:** I'm not sure where the issue is,...

**Fredreaka Graham:** Then maybe I'm just Because it comes from you.

**Jack Potts:** The issue is,...

**Holly gieszl:** Yeah, I think.

**Jack Potts:** Why didn't we get it?

**Holly gieszl:** Yeah, here's what I think.

**Jack Potts:** That sorry.

**Holly gieszl:** Unfortunately, but That's the way we learn lessons in life. a young woman died. Shortly after discharge from Haven Hospital.

**Fredreaka Graham:** Yes.

**Holly gieszl:** That email The IOC was provided to the IOC because Dr. Potts was copied on it and had interaction It initially came into the official channels of the IOC with the mother The only email address that is available, which is the General IOC mailbox. so, I want us to focus on this process in flow chart it out because I think that this Sad death of this young woman. can teach us a lot about how we need to improve our process? so it comes to the IOC portal. Email. Larry gets it, and

**Holly gieszl:** Correctly. When I talked to Larry this morning, I wondered if she's smi and Didn't conclude that this was intended for the Maricopa for the Central Arizona IOC. So he sends the email to access to So my question fredreaka is and then my understanding is that you took the next step and sent it to Mercy for mercy to investigate. And it ended there because access was not seen as a request coming from the IOC. Or as something that would require or permit.

**Holly gieszl:** Mercy to report back to you. And then back to the IOC, I think that's the flow chart process that we're dealing with. Am I right so far?

**Fredreaka Graham:** It came to us as a public email. That's the way that I received it. So if anyone were to send an email Through the public, it would be handled the same exact way. There's no way for us to differentiate...

**Holly gieszl:** Okay, great.

**Fredreaka Graham:** if it's an IOC or a public unless the IOC directly sends it as in a vote in the meeting and then you guys put it in writing to us. Otherwise No there's no responsibility from us to provide you all with the response...

**Holly gieszl:** Okay.

**Fredreaka Graham:** because it did not come from you all. I know the relationship between the mother and...

**Holly gieszl:** Okay.

**Fredreaka Graham:** Dr. Potts, I found that out later on but that still would not have prompted us to send Dr. Potts any information, because that is not Proper procedure. There's several issues there: confidentiality of the members not at liberty to provide any information that we don't have. And so that's why it went to the mercy care. They are the contractors who were in charge of determining what the findings would be as most of the responses.

**Holly gieszl:** Okay, great. Yeah, thank you and...

**Fredreaka Graham:** So, yes, the way that it

**Holly gieszl:** Have you made any attempt to follow up with mercy care to find out if they communicated with the mother?

**Fredreaka Graham:** I sure have, but they're not at liberty to give me that information either.

**Holly gieszl:** Have you attempted to reach out to the mother? And did you reach her?

**Fredreaka Graham:** I sure have.

**Fredreaka Graham:** I was not able to reach her but by her voicemail that she left me was that her voice box was full and that she realized that we weren't able to leave her messages Larry and I reached out to her on numerous occasions. I left her a voicemail on October 5th after her response to me or a voicemail. She left me. So yeah.

00:45:00

**Holly gieszl:** Great. And Larry. Did I just to be sure because I think we've identified a core issue and that Access Is that At the Department of Administration. Is a public email that is not regarded by access or the Department of Administration as an email that people use to send complaints to this IOC.

**Fredreaka Graham:** That's not what Holly , that email address is not checked by AHCCCS So I can't tell you one way or...

**Holly gieszl:** Okay. Right.

**Fredreaka Graham:** the other. How that works when it comes to me.

**holly gieszl:** Larry checks it, but you told

**Fredreaka Graham:** It's a public response. That's how it is for me. Yes.

**holly gieszl:** All right,

**Lawrence Allen:** yeah, This email came to me through a general inbox or general email address Asking for help on an investigation on her daughter's claim. I got that immediately over to Frederica and was able to get that over to her to mercy within the hour.

**Holly gieszl:** Right. Okay,...

**Lawrence Allen:** So there was nothing there that On.

**holly gieszl:** Nobody's criticizing

**Lawrence Allen:** Okay there was nothing there that said send this email to Central IOC. I want to address their committee or I want to speak to somebody within the committee. It didn't say that. So, the

**Jack Potts:** It does,...

**Holly gieszl:** Okay.

**Jack Potts:** through IOC, The address says to IOC, It doesn't say to Larry Allen

**Lawrence Allen:** It did not Jack.

**Jack Potts:** In front of me it says to IOC and Az DLa. Yeah.

**Lawrence Allen:** First of all, you have a direct conflict on this case, you did an ime on this individual?

**Jack Potts:** I don't believe I did. And if I did, I have no recollection of it. All I know is the conflicts, I don't know how to investigate anything. The question is, does it say to the IOC at ADOA? That's the only question we have. If it says, it doesn't say to deal. Say, Larry, I'll just say Frederica. It says who ioc is that email not LC.



**Lawrence Allen:** I understand that but you're the central IOC.

**Jack Potts:** No, but Holly is an injector.

**Lawrence Allen:** There's three other IOCs.

**Jack Potts:** But it's to this one because that's what the patient says in Phoenix and they copy Mia with that, not give you an indication that it meant us. It wasn't Ilc.

**Fredreaka Graham:** No.

**Jack Potts:** Why didn't you see if it was? Because I did not initiate any inquiry. This was something someone said, Hey, we may want to do that. if I was to initiate an inquiry, it would've been informally. This was someone saying From the public, I'd like you to look at this, please, it says to IOC and what you did is you took that email and...

**Holly gieszl:** All right.

**Jack Potts:** didn't even forward it to anyone at IOC. And so, how do we get emails when I pass out the brochure on a monthly basis to people? And the residential facilities, if you have things you wish us to look at, please let us know. How does that email get forwarded?

**Holly gieszl:** Okay.

**Jack Potts:** Because this one got sidetracked for months.

**Fredreaka Graham:** It doesn't get forwarded to you all. That's not how the process works.

**Jack Potts:** Then we...

**Fredreaka Graham:** We can't have more information.

**Holly gieszl:** Okay.

**Jack Potts:** That's thank you.

**holly gieszl:** I'm gonna step in, because, I believe that any fifth grader listening to this conversation would readily conclude that there is a major administrative glitch in. How can the public in Arizona can email an email address? That says IC, at the Arizona Department of Administration and have confidence, that it's going to come here. Now.

**Fredreaka Graham:** That's not that email is used for Holly. So I beg That email is not for us to give you guys emails that come there at least mine.

**Holly gieszl:** The public doesn't know that Frederica.

**Holly gieszl:** I agree.

**Fredreaka Graham:** That Doesn't.

**Holly gieszl:** The public has to have, okay, we're gonna address this, but the public must have in my opinion. An email that says IOC. Where can they communicate now Larry, when you and I talked this morning, you said that you would reach out multiple times and you couldn't reach her, the phone would go busy signals and emails, pop back, right? You mean, you made efforts to reach her.

**Lawrence Allen:** I followed up with the individual.

**holly gieszl:** Okay, so I want to tell you what I did, because we the cop, the email was given to the IOC I called her. And she picked up on the third ring. And I said, I'm trying to figure out if there was follow-up. And send me an email and tell me what you want to have happened here. There's been no follow-up. She hasn't heard a word from Marissa to me and Josh Moselle. It was a pleasure speaking with you and to Potts. I want to thank you for following up on my deceased daughter's case. I initially reached out to the IOC to request a thorough investigation. As to my daughter, stay at Haven.

00:50:00

**Holly gieszl:** My daughter was released on May 8th 2023 without identification, wallet cell, phone or important information. Notifying information with her emergency contact or family member Brianna was released and lost for eight hours. The trauma she endured was noticeable when we finally found her with the help of family friends Brianna was not only facing mental health issues, but was pregnant. Once again, I am requesting the IOC to please take a look at my daughter's case. And make sure policies were followed. And most importantly, the help treatment offered. I feel she was left in cracks in the behavioral health system. Which in my eyes failed and provided the help she needed at this time of crisis, especially when she was facing being pregnant. I really hope I can get some closure. Now.

**Holly gieszl:** In behavioral health. The first thing you do is you reach the person where they are? And we, as an IOC, are going to have an IOC email. That the public can email. When they wanted to do what this mother did, they were to reach out to the IOC to request a thorough investigation of her pregnant daughter's death on the streets after she was released from Haven Hospital, allegedly with no information at all as to who she was. Now, I understand HIPAA, I understand our 9 dash everything. I understand all of the problems of having state agencies run things. But we are not going to let the absence of a public email. That the public can access and use.

**Holly gieszl:** Keep us from these kinds of cases. I think that we cannot expect the public to know if the only email on the Internet that says, IOC at the Department of Administration is not an email that you use to send emails to the IOC.

**Holly gieszl:** I'm not the brightest bulb. But if I saw the IOC at ADOH.GOV, I would think I was emailing this IOC or one of the other iocs. So we're gonna take it up, you guys can run back to access and tell them how terrible we are and unreasonable we are but just tell them that all we want. You can tell Mercy that and you can go back to Adoh. But just tell them all we want is an email when a mother is looking for her dead pregnant daughter's cause of death. She can email the IOC at Arizona, Department of Administration and know that she's getting to the iocs at the Arizona Department of Administration.

**Holly gieszl:** So that's all we're going to say about the matter, we're going to take it up in the committees and I find it hard to believe that anybody is going to want to stand behind and defend a confusing email. And we don't know that this is so late. We have no idea if she's smi or not because If you can't tell us HIPAA protected information. So you say, we can't give you HIPAA protected information, But she wasn't smi look better report that violation.

**Holly gieszl:** I let this play out and I asked questions. To get you to just describe the process and what unfolded is important. And I don't want to be critical and I don't want to be strident. But this is a real life example, of a young woman, who's life ought to count for something. If it's only to get us to get our email system in order, now we got two people with hands up and it was Matt first and then Rachel so Matt.

**Matthew Moody:** No, I think we covered it. I just wanted to make sure that, we all understood this say I think that you're right Holly and Jack I think that Frederick, I understand that there's a policies and procedures here, but I think this is a situation where the bureaucracy and these sorts of things got in the way and yes, I understand this person wasn't smi but this still is a facility that treats smi folks, So, this I think still is under that, but sorry, I think Holly described it well, but

00:55:00

**Holly gieszl:** Rachel.

**Rachel Streiff:** Hi. So I kind of have some very basic questions. There was a young man that Evaluated for By the service that does that and they didn't have all of the patient history. There were several psychiatrist reports that were not provided to that SMI evaluation and that young man.

**Rachel Streiff:** Should have he's now been designated as some am I after committing a horrific crime and being in jail. So is someone that Should be SMI, But there was a problem in their SMI evaluation that got missed, is that in the scope of this IOC. Proper evaluation of SMI subjects, potentially, as to my subjects. And then my next question is a legal question that I don't know if someone is deceased and can't consent to the investigation of Their files or their Medical records. How does that work? Do you ask a next of kin to approve it? If there was no guardian, I just don't know. I'm curious. So those are my questions.

**Holly gieszl:** In my view, the next of Ken can request an investigation as to the death of their daughter. She also told me that she had been calling for mercy-falling access and either couldn't get through or didn't get and was leaving messages and so forth. She just wants a copy of her daughter's death certificate.

**Holly gieszl:** She hasn't been able to get that yet. so, Smi or not. If the mother calls me a dead pregnant daughter, I'm gonna get her a copy of that death certificate. So on my own,...

**Rachel Streiff:** Yeah.

**holly gieszl:** not on the

**Holly gieszl:** Not on the IOC if necessary. Sabrina you have a question.

**Sabrina Taylor:** Yeah.

**Rachel Streiff:** What we're Holly. Did you answer my first question about SMI designation, sorry to interrupt. if the SMI evaluation didn't happen properly and...

**Sabrina Taylor:** that's,

**Rachel Streiff:** someone was wrongly not given an SMI designation status,...

**Holly gieszl:** Right.

**Rachel Streiff:** is that in our scope to investigate

**Holly gieszl:** I think so. Yes.

**Jack Potts:** I disagree with that because I think it does say specifically SMI doesn't mean they can't be evaluated later after they get redeemed.

**Rachel Streiff:** Okay.

**Jack Potts:** They get the status. But I think that we'll discuss that in our meeting.

**holly gieszl:** and I think that's a really good one because she is She just hasn't been diagnosed decimal.

**Jack Potts:** Or determined? Yeah.

**Holly gieszl:** Yeah, she hasn't been so determined. Yeah, I think that may be something that the Committee decides and will vote and decide what to do. Okay, Sabrina.

**Sabrina Taylor:** So I know that we have our mission in the ARS and then we have additional policies that were written out and I don't have access to the additional policies. So forgive me. But in that actual ARS, I don't see anything about it being limited to SMI just as a committee on the mentally ill and...

**Holly gieszl:** Right.

**Sabrina Taylor:** then it also says that we have access to the extent that we need it to client information and records and it doesn't the only exception it makes is a turning client privilege and it doesn't say we have to request And it doesn't when we request that information, if it can't be provided, even in redacted format, we need a letter in writing and it gives a number of days for that to happen. So I guess I'm not understanding why we can't get that information because at least in that ARS, it doesn't prohibit us from having it.

**Holly gieszl:** You've raised a really important point that I think the other iocs want to discuss. And there was a lawsuit brought by the Southern IOC Committee and they prevailed, and it was over access refusing to give certain documents and that was years ago. But, what's happened over the years Sabrina? It's a great question. Is that Has layered on. And the Department of Administration, there are regular guidelines, and procedures and policies that we follow. And this is why I'm so glad we have new members because

Rachel and you and Matt, you guys just zeroed in on the heart of a very important matter which is the scope of the committee, how the public can access us.

01:00:00

**Holly gieszl:** And I almost feel like Bill Clinton. It depends on You think the definition of sex is How do we have an IOC email that says anything other than IOC. So we're going to have What?

**Matthew Moody:** Holly sorry if I made Can we make a motion now and ask for access or somebody to clarify? Why do we have to have someone that's smi before it? Obviously what we're seeing here, an attorney and a detective or stating at the statute, does not state that it has to be. I guess I want a motion to say that I would like AHCCCS to clarify why this is limited to SMI. If the Arizona revised statutes do not say that and if we do have access to this information, how do we? I don't know. Grease, the gears or whatever's so that this happens more quickly in the future and there isn't confusion or...

**Holly gieszl:** Sure.

**Matthew Moody:** misunderstanding and those sorts of things that are preventing us and doing this really important work,

**Holly gieszl:** Sure, I would like to have a little more. I appreciate the thought and I think we will want to have a motion to clarify some things. I'd like to do that at our meeting. in part...

**Matthew Moody:** But yeah.

**Holly gieszl:** Because we don't ask for AHCCCS to interpret the statutes or to define they're not our general counsel, Their access. And so I think we want to have some more internal discussion first. So I'd like to just think about doing that down the road. Other future meetings.

**Jack Potts:** Let me...

**Matthew Moody:** Okay, I'm putting it on the agenda.

**Jack Potts:** if I may

**Matthew Moody:** I'm writing down agenda items, and actually items.

**Holly gieszl:** Perfect. Right.

**Matthew Moody:** So I'll put it on there to discuss next Friday.

**Jack Potts:** Permissions, pay it,...

**Holly gieszl:** Thank you.

**Jack Potts:** Just a quick note, Ms. Graham was correct. In that. We never initiate a formal request for information. And what they did is they hijacked this email, we would have discussed it had we been aware of it coming. And we would have discussed and then voted on whether or not we won further investigation, then sent a former request. to access and we need a formal response to this. What Rodriga said was absolutely correct that she never got as a former guest. Therefore they couldn't put in the process. We've always done something wrong with that.

**Jack Potts:** And so, because it was hijacked and that's the concern, And then I think your point is we do have a right to get the information and we've gone down that road and fought them before on that. But we didn't even ask a formal question in this case. And I think we can if we wish to because we do have the email as an aside. I have drafted a letter with Jerry on our site visit from a month ago. And that letter is going to go to Holly and I was late on it but she looked at it today when I sent her a formal request as to what's happening at this one residential facility. At that point that former request because we voted on that, we do have the authority to write a letter. We'll go to IOC email where Larry will then disseminate to Frederica or whomever he believes and she will then pass it on to the appropriate agency.

**Jack Potts:** But does that help at all with the understanding of? Yeah. Thank you. Didn't mean in a row

**Jack Potts:** Sommer has her hand up, Holly. I,

**Matthew Moody:** And go ahead Summer.

**Sommer Walter:** I was approached by a family before they submitted, which now I'm kind of, like, where do I even send them to put a request in with the IOC but they have a loved one. A son that had been in some significant legal trouble and is actually currently in jail. And from what I saw, what they sent to me, personally, this individual should have never been in jail because they were released from UPC far quicker than what they should have been, especially considering how they presented. They should have at least been held on a 72-hour, held mostly for being DTO.

**Sommer Walter:** So, I've seen a couple over the course of a couple years, this happening, and each time they were quickly incarcerated. And they just asked, Is there a time frame or a limitation in which they can file a complaint or, just send a message to us to look into that then maybe in some shape or hold the system accountable.

01:05:00

**Matthew Moody:** Yes, so summer. That's a great question, and I'm sorry. I see The Holly dropped off. So remember, give me one second. clarify. Thus, are we able to continue the meeting without a chair present?

**Sommer Walter:** Okay.

**Matthew Moody:** Is that possible?

**Jack Potts:** Yeah, I think we have a quorum and...

**Matthew Moody:** Okay.

**Jack Potts:** I think you may, I think she's dropped off because of technical difficulties.

**Matthew Moody:** I think so too.

**Jack Potts:** Let me suggest...

**Matthew Moody:** But I would say, here this might be here.

**Jack Potts:** what I would do in the future and is any time we recommend someone to send a complaint or issue to IOC They copy you,...

**Matthew Moody:** Yes.

**Jack Potts:** they copy one of us like they did in this case for me otherwise we would never have known this. So that's my thoughts and...

**Sommer Walter:** Okay.

**Jack Potts:** There's no time limit in one investigation. That's my understanding.

**Sommer Walter:** Okay, great.

**Matthew Moody:** And Some of the other things I would say as the secretary, you want to bring these things up ahead of time, at least two days before the meeting. So we can get it on the agenda. We are not allowed to discuss things that are not on the agenda. So it's a very important issue.

**Sommer Walter:** Right. Okay.

**Matthew Moody:** You can send an email to me right now and then we'll put on the next agenda for next month to discuss for sure.

**Sommer Walter:** Okay, great.

**Matthew Moody:** And that goes for everyone. We can put lots of things on the agenda that chairs have to approve of, to my knowledge. But we want to know about these things ahead of time. So we can plan for how long it will take and how to make the agenda and those sorts of things. Holly just joined on the phone.

**Matthew Moody:** Let's see. So Was there any more discussion from anyone on the committee that talked about that specifically? Haven Behavioral Health Issue.

**Matthew Moody:** Okay, the next thing she had on the agenda was iads.

+1 602-\*\*\*-\*\*28: Hello, can you hear me?

**Matthew Moody:** Is that Holly? Yep, you're back.

**+1 602-\*\*\*-\*\*28:** Yeah, can you hear me? I'm so sorry,...

**Matthew Moody:** Yeah, we

**+1 602-\*\*\*-\*\*28:** We lost all of our power at 3200, North Central. I mean, I'm sitting in the On the 15th floor. and my computer went off. So I'm on my cell...

**Jack Potts:** Okay.

**+1 602-\*\*\*-\*\*28:** I'm Apologet.

**Jack Potts:** the agenda Matt was talking about what's next. In Genesis, you can't see it. Computer screen.

**+1 602-\*\*\*-\*\*28:** Yeah, I thank you all and thank you, Matt, for doing that. I think we've covered the agenda. Our meeting we decided is next week, we'll get that out and we'll get an agenda out for it and get it posted and so forth.

**Matthew Moody:** I'm sorry, Holly real quick. I just want to make sure you saw Sabrina's request in the chat. could you provide a link to the regulations...

**+1 602-\*\*\*-\*\*28:** Yes.

**Matthew Moody:** because she cannot find them online regarding The scope of the IOC. Is that correct? Sabrina. Okay.

**Sabrina Taylor:** Yeah.

**Matthew Moody:** Is that something you can do for Drigo?

**Fredreaka Graham:** Can you explain exactly what you're looking for? When you say, the scope of the IOC, Are you talking about The information.

**Sabrina Taylor:** no, I have the ARS but you quoted our R921 and I find

**+1 602-\*\*\*-\*\*28:** And I believe that it's useful to remember that the Arizona administrative code that Frederica is citing is the portion of the administrative code. that deals with the rights of individuals with SMI. It does not define. The limit of the population.

**+1 602-\*\*\*-\*\*28:** For whom the independent oversight committees. Have jurisdictions.

**Sabrina Taylor:** I did find ours, some of our documents here and it does say including but not limited to individuals deemed to be in need of special assistance. The seriously mentally ill. So I agree.

**+1 602-\*\*\*-\*\*28:** So I think This discussion very hopefully clarified that complaints or inquiries to the IOC are not limited to individuals who are Designated seriously. Mentally ill or enrolled in special assistance?



# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

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01:10:00

**Jack Potts:** And no one should...

+1 602-\*\*\*-\*\*28: So they would

**Jack Potts:** and no one should be screening.

+1 602-\*\*\*-\*\*28: And they would.

**Jack Potts:** Those emails first,...

+1 602-\*\*\*-\*\*28: He's okay Doctor.

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

+1 602-\*\*\*-\*\*28: Yes yes Dr. Potts thank you. So we've clarified, The next point in their concluding point for the evening is that this death Has given us an opportunity to speak about a very big decision. In this way, we have made ourselves accessible to the public and able to engage with family members, who have relatives who are ill or tragically have passed away. So, I think we've gotten a lot clarified. And now we know where we need to focus, which is to get this committee more accessible to the folks. We're gonna be serving, anybody have a motion to adjourn.

**Matthew Moody:** I Motion to adjourn.

+1 602-\*\*\*-\*\*28: Second.

**Jack Potts:** That can impart.

+1 602-\*\*\*-\*\*28: All in favor.

**Joy:** I,

**Matthew Moody:** I,

+1 602-\*\*\*-\*\*28: Anybody opposed? Okay, thank you all and we will see you next month for everybody who's online and the committee will meet. Get organized and all ready for next year. With the help from our new member. Thank you very much and...

**Jack Potts:** Done Holly.

+1 602-\*\*\*-\*\*28: Good night.

**Jack Potts:** Thank you.

**Rachel Streiff:** Thank you, Holly.

**Matthew Moody:** Thanks everyone.

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

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Meeting ended after 01:11:56 🙌