



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, December 11, 2023 – 1:00 PM to 3:00 PM**

Call to Order

Meeting called to order by Committee Chair, **Keith Jansen** The date is December 11, 2023, at 1:03pm.

Meeting was held virtually via Google Meets

IOC Members:

- **Keith Jansen**
- **Octavia Lamb**
- **Mario Gutierrez**
- **Rachel Kundrat**
- **Amy Heise**

Absent Members:

- **Ashia Taylor**

Public in Attendance: **None**

Health Plan Liaisons:

- **Ian Wilson** (United Healthcare)
- **Summer Kamal** (Mercy Care)

ADOA: **Absent** (ADOA State IOC Liaison)

AHCCCS: **Absent** (AHCCCS IOC Liaison)

DDD:

- **Leah Gibbs** (Office of Individual and Family Affairs Administrator)
- **Joseph Tracewell- Joe** (District South Quality Improvement Manager)
- **Joseph Jensen-JJ** (District South Quality Improvement Supervisor)
- **Karine Joseph** (District South Program Review Committee)
- **Andrew Miller** (District South Quality Improvement Supervisor)
- **Michelle Rademacher** (Independent Oversight Committee Liaison)
- **Morgan O'Hara** (Independent Oversight Committee Liaison)



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Updated: DDD District South IOC-Conference Call (2023-12-11 13:02 GMT-7) - Transcript

Attendees

Amy Heise, Andrew Miller, Gutierrez, Ian Wilson UHC, Joseph Jensen III, Joseph Tracewell, Karine Joseph, Keith Jansen, Leah Gibbs, Michelle Rademacher, Morgan O'Hara, Octavia Lamb, Rachel Kundrat, Summer Kamal- Mercy Care

Transcript

This editable transcript was computer generated and might contain errors. People can also change the text after it was created. [Any blue italics transcription was missed by the transcriber.](#)

Michelle Rademacher: I just wanted to let all attendees know that this meeting is being recorded. The audio is posted to the ADOA website. The Google transcription of the meeting is used for written meeting minutes. Okay, Keith. You're good to go now.

Call to Order

Keith Jansen: I was just looking to see if Larry was here. Nope. Okay, this is a call to order of the District South Independent Oversight Committee meeting. It is 1:03 pm on the 11th of December, sorry thinking cross time zones. I open this meeting.

Conflict of Interest Disclosure

Keith Jansen: First of all, I got to read, is there anybody who has any conflict with anything that is on the agenda today?

Karine Joseph: No

Gutierrez: No.

Keith Jansen: going once going twice gone therefore no conflict of interest to disclose I wanted to welcome you. And thank you all for being here and giving of your time. This is the last time I'm going to see any of you till next year except for Karen. And wanted to wish you a Merry Christmas, all of you. And I want to thank the professionals and the health care givers for being with us and sticking with us throughout the year, putting up with me to a degree because we are a team. Now, what I wanted to do this year.



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Special End of Year IOC Chair's Message

Keith Jansen: This is something I want to do, the special end of year IOC message. I especially wanted to say this. I'm proud to be a part of this district and the high standards that not only have been met but exceeded by this District IOC. We have gone above and beyond the call of duty and I'm sorry if you don't like the phrase, but it's the way I look at it and I was going to say just ask Larry because Larry will tell you he's seen our annual report. Michelle, you've seen the annual report. Would you agree with that statement? Okay. Against all odds we have grown as a committee. We have made all state IOC meetings. We have made almost all the meetings this year. We only missed one that was due to lack of quorum. But now that we've recruited two more members, making quorum will be easier. And I'm proud that we have been able to add two more people to our numbers. We went to numerous Community meetings whether online or in person so if nothing else we've helped spread the word that IOC is out there and what we do. There are professionals out there that still in meetings say "what's IOC?". Now less and less people have to ask that because we are a seen presence. And hopefully we'll be seen even more in this coming year. The very basic tenant of all this is that we have good communication. We are willing to talk to each other. We talked to Michelle. We talk to the professionals. And without good communication, none of it would be possible. Also with our IRs, when I first started doing this when they started going over to the computer, immediately we were six months behind. Now we are 11 days behind which I am extremely proud of and the 11 days are still to get them, process them, redact them and get them out. So we're doing very well. proud of that

00:05:00

Keith Jansen: It just means so much to me to be a part of this and know that we are protecting our fellow citizens' rights, especially the ones that can't protect their own rights. And that's what we're here for. And I wanted to wish everyone a very merry Christmas. And happy New Year. I will be coming home for what, four days? And then I ship out again. So I wanted that to be said because I am proud to be part of this organization. And proud of all you for being part of the organization and stepping up.

Call to Public

Keith Jansen: Okay. We have a call to the public.

Keith Jansen: Does anybody here from the public who has anything specific to say? *Okay, I just wanted to make sure.*

Division of Developmental Disabilities Staff Updates

Keith Jansen: DDD staff updates.

Keith Jansen: Michelle, you want to go ahead and take care of that.



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Michelle Rademacher: Okay. I certainly will. Karen I know It might be your first meeting here and I wanted to start off with you if you didn't mind. Do you have an update?

Karine Joseph: I don't have an update currently this is not my first meeting with you guys. So I've been here a couple of times. I try to attend all meetings actually, but no updates on my end.

Michelle Rademacher: Thank you and my apologies. But many things on my mind with the holidays that probably fell right out.

Karine Joseph: No, no worries. don't worry. I totally understand. I totally understand. Thank you so much.

Michelle Rademacher: No worries.

Chat Message: Rachel Kundrat: We have great leadership, thank you Keith and Michelle ✨

Keith Jansen: Thank you Rachel for that comment.

Keith Jansen: Sorry to interrupt Michelle.

Michelle Rademacher: That's okay. So Rachel put in chat a note that says we have great leadership. Thank you, Keith and Michelle. Thank you Rachel. Joe, would you have an update for us today?

Joseph Tracewell: Yeah, hi, Joe Tracewell District South QA manager. We really don't have any QA updates at this time. Thank you, though.

Michelle Rademacher: Thank you very much Joe. And Leah, you usually have some very nice updates for us.

Leah Gibbs: Good morning, I'm Leah Gibbs administrator of the Office of Individual and Family Affairs here for DDD. And yes, I do have some updates. I feel like it's been a while since I've been able to join the committee and it's really nice to see you all. I'm one of just bring you current on what's happening around the of Developmental Disabilities. At this time, we have three overarching priorities happening within the division that we are pursuing one is to strengthen Behavioral Health Services for DDD members and their experience in working with the Behavioral Health Community. The other is that DDD is undergoing an update to our current contract. It's been almost 11 years since we've done a full contract update and we're in the middle of it's called a request for a qualified vendor application. And the third one is we continue to work toward accreditation with the National Committee of Quality Assurance. So the three Behavioral Health sub activities that we're doing is the Division is continuing to work towards strengthening the relationship and the ability for the Behavioral Health Community to serve our members who have occurring diagnoses. We've heard over the past few years that there are challenges for DDD members to access the high quality Behavioral Health Services that they may need. We've also heard from the behavioral health provider community that they do not feel equipped to work with people who have



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intellectual and developmental disabilities and they see that as a knowledge gap. So what the Division has been doing is trying to bridge that gap by providing training and education to the Behavioral Health Community on best practices in meeting the needs of people with developmental disabilities. We've worked in collaboration with both of the DDD health plans to contract with Behavioral Health Providers to develop a training and incentive program for the Behavioral Health Community. We've learned that there are over 30,000 behavioral health professionals that are employed in the behavioral health agencies throughout the State of Arizona and that they all use a reliable learning platform and that learning platform allows everyone to go in and take computer-based trainings, to learn regarding their particular area of interests.

00:10:00

Leah Gibbs: Prior to us implementing this project, there were approximately 860 different courses that were available online to behavioral health professionals. But only four of those 860 were related at all to serving people with intellectual and developmental disabilities. So the Division has been working with Relias and the health plans to increase the library available to behavioral health professionals through that learning platform in supporting people with intellectual and developmental disabilities. And there are now over 100 courses that have been added to that library to help behavioral health professionals access information and best practices. We've also wanted to incentivize the behavioral health providers for sending their staff to these Relias trainings so that it is expanding their knowledge base. The behavioral health provider agencies that serve that people with developmental disabilities are going to get an increase in their claim payments if their staff complete what we've identified as 12 core courses that will help behavioral health professionals work with people with IDD. In those 12 courses, we've asked them to get them completed by the end of March of 2024 and then the Division will be giving them a payment incentive if they can send 10% of their staff through the training. As of about mid November, we've trained over 229 behavioral health professionals on an instructor-led course that is being trained by our Behavioral Health Administration and representatives from our Office of Individual and Family Affairs. It is available to behavioral health professionals specifically to understand the relationship and collaboration between DDD, our DDD health plans and the behavioral health professionals that are supporting our members as well as educate the behavioral health professionals more on DDD, our full eligibility criteria, the services we provide, support coordinator roles, and those kinds of processes. It is absolutely our plan that this is going to have a real positive impact in the long run, but it'll probably be a few months before we start seeing most of that. This group is also planning to do two in-person conferences one in Tucson and one in Phoenix that is specific for behavioral health professionals. We will be presenting workshops and have local and National experts come in to do breakout sessions. The goal is also to provide continuing education credits to the behavioral health professionals that will attend those courses. So that's one of our big projects. Another we continue to work toward developing and finalizing a training around Positive Behavior Support that is the most current best practices. There's been Positive Behavior Support training around the State of Arizona for about 20 to 25 years, but there's come a long way in best practices and ways to implement strategies to help improve the quality of life of the members that we support. So this work group has identified some best practices and content from the National curriculum



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as well as local curriculum, and we are pulling our combination to roll this out. Go ahead please, hand is up for Gutierrez.

Gutierrez: Hey, good afternoon.

Keith Jansen: Mario go ahead.

Gutierrez: This is Mario IOC Vice chair. You mentioned that hi.

Leah Gibbs: Hi Mario.

Gutierrez: They mentioned that training was in the Phoenix area and Tucson area. Are there any plans for that training to be available in the Yuma area?

Leah Gibbs: At this time, first the online training is available Statewide. And the instructor-led training is a virtual training. So it's available Statewide, but the conferences, that will be those in-person conferences. They'll be one in Tucson and one in Phoenix.

Gutierrez: Thank you.

Leah Gibbs: You're very welcome. Go ahead Keith.

Keith Jansen: I had a question about that. You said for Behavioral professionals. Does that mean you have to be a licensed Behavior analyst or something to attend?

00:15:00

Leah Gibbs: Or BHT or yes, a certified behavioral health professional. Those are specific to the people who work in the behavioral health clinics and businesses that support DDD members, but we know there's been a lot of interest raised about making that available outside of that, but for right now our focus is to bring up the knowledge base to the behavior health professionals that support our members.

Keith Jansen: So the courses online wouldn't be available to us either right?

Leah Gibbs: Relias right now, I don't even have access to them to be honest Keith. I don't have the full library of Relias but the behavioral health professionals do, but eventually it's our hope that we're going to be able to expand this out for DDD and potentially even for our IOC members. Okay, we know it's a need.

Keith Jansen: Okay, just asking.

Leah Gibbs: We want to do this one a step at a time and build that capacity first. So the work group working on positive behavior support training that curriculum is going to be available to interested family members and caregivers at no charge to those families. We have contracted with Raising Special Kids and they will be rolling out that training and our IOC members and volunteers who are interested in taking



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those also have full access to the training through Raising Special Kids. There are six different chapters per say, yeah modules.

Keith Jansen: modules

Leah Gibbs: That's a better term. Thanks Keith. For the training, they're going to be broken up so that they can be trained and maybe a couple hours segments. So that families will be able to take a couple hours and then fulfill their other obligations. It's also going to be available as a mandate to all of the direct support professionals who work in any of our state operated programs here at DDD; the Intermediate Care Facilities, the state operated group homes, and then it will be available for a qualified vendor network with a financial incentive that we will be rolling out, the trainer for the curriculum in mid-January. And then getting those trainers to train their direct support staff and for each staff member that's training, the Division is going to have an incentive to that qualified vendor agency to help promote having those folks take those courses. Raising Special Kids is going to be doing a weekly drop-in session to provide technical assistance to people who have started taking that training and they're trying to implement the strategies and the things that they've learned through those classes. So that is going to be also available. And so we're going to be rolling out train-the-trainer January, probably through the end of March and then from March to the end of September. Our hope is those qualified vendors will be getting that rolled out to the direct support professionals and caregivers who work for those agencies. On the residential side, we're looking at developing a group home setting that provides additional Behavioral Health support for members who have complex needs and aggressive behaviors. It's taken us a little longer than we had hoped to roll this out in that our qualified vendor community today has kind of struggled to meet the criteria that are set to provide this service. So the Division is working toward doing a request for information and potentially entering in special contracts with agencies outside of our Network to be able to successfully help serve these members with such complex needs and we are rolling that out and we'll keep you informed as that moves along. I mentioned that we're in the process of undergoing a new request for qualified vendor agreement, which is our update to our contract with DDD. It's been back in 2019, we started doing some outreach to do some identification of areas and gaps and where we need to build more capacity within our own contract for our qualified vendor Network. We did consult with some national Consultants who did multiple stakeholder meetings throughout the state, did some research around best practices and supported us with a rewrite of that contract. The new contract includes service specifications for improvements for our employment services. And there are more options for members around employment. We're introducing a service called Pathways to Employment, that sort of a combination of Career Preparation and Readiness and Transition to Employment Services. The ultimate goal is for members who are not quite ready for a referral to Vocational Rehabilitation that are interested in employment can enter into Pathways for Employment as a foundation to start that and then toward an employment opportunity. The new contract has expanded the training requirements for direct support professionals to include the training required for abuse, neglect and exploitation as well as training on the federal rules as they comply with HIPAA and confidentiality.



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Leah Gibbs: We have added requirements around some key positions within the agencies that people need to meet some minimum qualifications based on their education and real work experience. The new contract includes the rules that are passed by the centers for Medicare and Medicaid services on home and community-based services and the electronic visit verification requirements. So those are built into the new contract. Today the Division has around 1,000 agencies contracted with us to provide services throughout the state. Our ultimate goal is to have as smooth of the translation as we possibly can without losing any providers and without families experiencing any disruption to service. We just ask, that is contractors get their applications for an implementation date of March 21st of 2023. The Division just put out a notice that we are extending that date to July of 2023 to start the new contracts to give some agencies that are working toward getting their new contract completed and we're providing technical assistance to those vendors that might need a little extra help.

Keith Jansen: So question: You said you're extending it to July 2023?

Leah Gibbs: Yes, Keith. To go into effect, that gives the existing Network a little more time to get done with their applications.

Keith Jansen: Do you mean 2024?

Leah Gibbs: I meant 2024 and I apologize for that. I appreciate that. No problem. In the meantime, the Division has dedicated a web page to help our qualified vendors who are filling out that new application. We've put some technical assistance videos on there. We continue to get them updated current timelines and any Communications we've sent out to the vendors about the new contractor all posted there as well as all the contract documents. Our Network team and our contract team are tracking all the vendors as they have either submitted their application or they're in the process of completing and if anyone by any chance hasn't started yet. They're making those phone calls to make sure that they all understand that we need them to apply for the new contract in order for them to provide service once that new contract goes into effect. Those are my updates. Anybody have any other questions that I can help with? Hi, Keith.

Keith Jansen: Yeah, two questions one.

Leah Gibbs: Yes.

Keith Jansen: For taking these courses there's incentive. They are incentivized. So if we take them we can get incentivized?

Leah Gibbs: No, but thank you for asking. The courses are free to family members and to caregivers and to the IOC. The incentive is so that a qualified vendor can allow for an employee to not be doing direct care and be taking training and have funds to have an alternative provider in place. And thank you for asking.



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Keith Jansen: I know but it was nice to ask. And don't suppose they're working on any reimbursement plan for us?

Leah Gibbs: I am afraid not Keith, no reimbursement.

Keith Jansen: Hey, it's Christmas. I'm gonna have to ask.

Leah Gibbs: You're allowed to ask always but at this point no, okay, anybody else any other questions for me?

Leah Gibbs: Thanks, Michelle.

Michelle Rademacher: Thank you. That was a lot of information that was really important. Appreciate it. Let's see Keith, that is all of the DDD updates at this time. I don't think I missed anybody with a Division that has an update

Keith Jansen: JJ did they ask you?

Joseph Jensen III: I'm just following Joe's lead. He's answered on behalf of District South. Okay.

Keith Jansen: Sorry, just want to make sure.

Updates from Arizona Department of Administration

Keith Jansen: ADOA is not present unless Larry snuck in when I wasn't watching.

00:25:00

Michelle Rademacher: No, Larry is not present today.

Keith Jansen: I'll give you a small update because we're ADOA. We turned in our annual report. It was finally received because it has to go through a painful process of getting the office, but then they have to figure out who to send it to. but it finally got there which was ADOA business and I have not heard anything negative from Larry. He has not told me anything negative. So. Looks like we're doing a good job. As an independent oversight committee, which falls under ADOA.

Updates from Integrated Health Plans

Keith Jansen: Integrated Health Plans

Keith Jansen: Ian?

Ian Wilson: *Yeah sure Keith, Ian Wilson here with United HealthCare Community Plan. I have no updates at this time but I am willing to field any questions anybody has.*



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Summer Kamal- Mercy Care: Hey Keith, This is Summer for Mercy Care.

Keith Jansen: Okay.

Summer Kamal- Mercy Care: The only updates I have is I'm not sure if anyone had the opportunity but we have recently updated our website to be more user-friendly. There is a section there for our DDD line of business. Of course, it provides the member handbook and a lot of frequently asked questions and also our provider page so that you're able to locate any providers contracted within the Mercy Care Statewide. Other than that we did move to a new building. It will be effective December 31st. Our new office address will be 4750 South 44th Place Suite 150, Phoenix 85040, all of the updates for me.

Keith Jansen: any other updates from providers integrated health plans Sorry.

Updates from DDD IOC Liaison

Keith Jansen: None that I'm hearing. Next would be updates from DDD liaison, which would be Michelle.

Michelle Rademacher: Yeah, I just have a short little update. I did want to let the IOC know that our DDD IOC unit is working on a backlog of incidents that have yet to be provided to the IOC. There are some incidents from August and October that still need to be provided. They're currently either in the redaction status or auditing the redaction status. In November and December, we have been sending two batches of uploaded reports to the committee to catch up with that backlog in providing those incidents to you. I did also want to let you know that on the quality unit with DDD district South has been sending responses back on your inquiries to the incidents when you have questions after review of incident reports, and there were three separate email sent in November where on District South quality have provided responses to your incident report questions a copy.

Keith Jansen: got those

Michelle Rademacher: A copy of those spreadsheets is saved in the shared drive for future reference. And if you need on me to resubmit an email to you, just reach out, even give me a call or send me an email and I'd be happy to do that. The last thing I wanted to provide you information on is just a reminder the next IOC Statewide chairs meeting is scheduled for January 16th. It is an evening meeting scheduled for 5:30 pm. Any member that would like to attend that meeting is welcome to attend. If you're not a chair, you can still attend. You're just attending the meeting as a guest and I'll make sure you have all of the login information either if you need the phone or if you want to attend by Google. It's the same platform here. That's all of my updates.

Keith Jansen: Okay, and that she's been working very hard. Can I ask you a question that has to do with you? You have a person under your tutelage?



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Keith Jansen: another liaison

Michelle Rademacher: Yes, Morgan joined us about mid-October.

Keith Jansen: Any idea when the decision will be made when she's ready and who's gonna cover what districts?

Michelle Rademacher: No, not at this time. I guess we're gonna have that conversation with our manager, Joan. And as soon as we have that information, we'll provide that to you.

Keith Jansen: Yeah, I noticed I didn't see her here today unless she's somewhere in the background. I didn't see her.

Michelle Rademacher: She's here.

Keith Jansen: Sorry, mam.

Keith Jansen: you're on mute?

Morgan O'Hara: No worries. I'm here.

Keith Jansen: Glad to see ya, glad you could make it.

Keith Jansen: Okay, because I was kind of wondering how that was going. Because I know right now it's a real heavy load on you.

Michelle Rademacher: She's doing great. The last little bits of experience for her is attending these meetings and kind of getting a feel for the meetings. And so maybe sometime next year, we'll be ready to take off the training wheels and she will fly freely on her own. For all the administrative tasks, she is definitely up to speed on and Morgan also has her access to the ADOA DDD IOC website for uploading there as well as to Arizona public meetings, where it's the secondary website that we update the agendas for the public.

Keith Jansen: Hope you're wearing good boots Morgan because you're going to get dirty boots in the trenches. It's the best place to be. Did you want to say anything Morgan? You are more than welcome to.

Morgan O'Hara: I'm just glad to be joining the meetings.

Keith Jansen: Okay, Just thought I'd give you a shot.

Keith Jansen: Maybe you'll do them updates next time for Michelle, the kind of getting ready to take the training wheels off.



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Discussion, Review, and Possible Action on Committee Membership

Keith Jansen: Okay, discussion and review of possible Committee Action and committee members does okay. I'm gonna Mario. Do you have any information in that area?

Gutierrez: No, I don't. I'm good. Thank you.

Keith Jansen: Amy

Amy Heise: I also do not. Thank you.

Keith Jansen: Okay, Rachel.

Keith Jansen: Is she still here?

Rachel Kundrat: I'm here. *Sorry I was eating. No.*

Keith Jansen: Okay and Octavia any word in that area.

Octavia Lamb: Nope. I have nothing at this time.

Keith Jansen: Okay, the only thing I wanted to say in that area. is according to legislation we're supposed to have seven to 15 members on our committee. We have made it to six this year. So if we get one more we are legal. so I'm trying to encourage That before the end of June which is the end of the state fiscal year. that do all you can to encourage other people to join our happy little family. If you need help with things such as business cards, Flyers Etc. You can always ask Michelle. She would be more than willing to help you in that area. Whatever we can do. To help you Just for instance. If you're in Tucson and you want me to come up there. Let me know when you're gonna have a public fair or whatever. And if you want me to come up, I'll come up in the Phoenix area. and then you got Yuma which is way out there for everybody but It's Mario if you had a need, just ask. You know, resources are there, they're available. Don't be afraid to use them.

00:35:00

Keith Jansen: Please don't be afraid to ask anybody the most that can be said. when they apply as I'm sorry, for whatever reason. we can't use that just because it was so terrible, so please do try to do your best. I would like to see this committee at one time. had 13 members when I first joined we were up to 13 members. It was great. made things easy. We were Legal Eagles. We didn't have anybody, saying hey, you get one more person. And I also wanted to tell the IOC members. Keep yourself safe. There's a pandemic going around with pneumonia. It has hit four continents. And numerous states in the United States are under health alerts or high Health alerts. So keep yourself safe And you all have a very merry Christmas.

Gutierrez: Thank *you, same to you Keith*

Gutierrez: Merry Christmas everybody.



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Octavia Lamb: Merry Christmas

Amy Heise: Thank you.

Discussion and Review of Incident Reports and Behavior Plans

Keith Jansen: Okay, and we have no discussion of IRS today. Because that would have been brought up earlier as to what we were going to discuss. so Does any IOC member See a reason to go into executive session?

Keith Jansen: *Mario*

Gutierrez: No, not at all. Thank you.

Keith Jansen: Octavia

Octavia: No

Keith Jansen: Rachel

Keith Jansen: Rachel

Rachel Kundrat: Nothing further. Thanks. Sorry for the delays today.

Keith Jansen: It's all right, Amy.

Amy Heise: Not today. Thank you.

Keith Jansen: Nor do I so we will not be going into executive session. Okay.

Keith Jansen: In case I missed something I'm going to give anybody a chance to say anything in case I miss something.

Adjournment

Motion and Vote

Keith Jansen: Okay wouldn't want in the year with messing up. Okay, so I need a motion to adjourn.

Amy Heise: I motion to adjourn.

Keith Jansen: Do I have a second?

Octavia Lamb: I second



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Gutierrez: I second.

Keith Jansen: Okay, Octavia's second at first. Okay any discussion on that? between the IOC members

Gutierrez: no.

Amy Heise: no discussion

Keith Jansen: Okay, hearing no discussion and we have to take a vote. Amy, how do you vote?

Amy Heise: to adjourn

Keith Jansen: Mario

Gutierrez: I vote I to adjourn

Keith Jansen: Octavia

Octavia: I adjourn

Keith Jansen: Rachel

Rachel Kundrat: I

Keith Jansen: Okay, I vote to adjourn. That's unanimous therefore at 1:41 pm Arizona time on the 11th of December this meeting is adjourned.

Keith Jansen: Bye-bye.

Gutierrez: Merry Christmas, everybody.

Octavia Lamb: Merry Christmas everybody see you next year.

Joseph Tracewell: Merry Christmas

Meeting ended after 00:39:41 🙌

The next regularly scheduled District South IOC meeting is on January 8, 2024 at 1pm.



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For all of **November** 2023 IRs, the Committee members have been given **509** incident reports in the Shared Drive. This included **38** open and **471** for closed reports.

Type	Open	Closed
Accidental Injury	3	91
Consumer missing	0	5
Deaths	3	5
Emergency Measures	0	0
Human Rights	2	8
Legal	0	2
Medication Errors	2	72
Neglect	14	21
Other Abuse	7	7
Other-Behavior	2	142
Other -Injury unknown	0	116
Physical Abuse	5	2
Property Damage	0	0
Suicide	0	0
TOTALS	38	471

Number of Questions for Quality Improvement Manager - **45 total** : Members of the committee will send the incident reports questions to the DDD Liaison, **Michelle Rademacher and Morgan O'Hara**.

Adjournment

Keith Jansen adjourned the meeting at 1:41pm. The next District South IOC meeting will be held Monday, January 8, 2024, at 1:00 pm. The meeting will be a virtual meeting.