



**Division of Developmental Disabilities (DDD)  
District East Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Wednesday, October 11, 2023 – 5:00 PM to 7:00 PM**

**Call to Order**

**This meeting is being held virtually via google meets.**

Meeting called to order by Committee Vice-Chair, **Suzanne Hessman**. The date was October 11, 2023, at 5:06 pm. The address of the meeting was Virtual, no physical address.

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**Welcome and Introductions**

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

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Sarah McGovern, (Vice-chair)**
- **Kin Counts**
- **Teresa Brooks**
- **Aimee Griffith-Johnson**

Absent:

- **Elizabeth (Beth) Bird**
- **Rebekah Gigliotti**
- **Yolanda Huynh**
- **Tonia Schultz (non-voting member)**
- **Selina Kataria**

Public in Attendance: **None**

Arizona Department of Administration (ADOA): **Larry Allen**

Arizona Health Care Cost Containment System (AHCCCS): **Fredreaka Graham**

Healthcare Plan Liaison: **Lindsey Zieder** (Mercy Care)

**Dawn McReynolds** (United HealthCare) **Ian Wilson** (UHC) - member and veteran advocate

DDD staff and guests:

- **Leah Gibbs** (Office of Individual and Family Affairs Administrator)
- **Trudy O'Connor** (District East Quality Improvement Manager)
- **Joan McQuade** (Office of Individual and Family Affairs Manager)
- **Michelle Rademacher** (IOC Liaison)

**The Committee, DDD, AHCCCS, UHC& Mercy Care Employees** introduced themselves.

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*This editable transcript was computer generated and might contain errors. Liaison has edited some of the transcript for accuracy and ease of reading. Any blue italics transcription was missed by the transcriber.*

## **DDD District East IOC-Conference Call line (2023-10-11 17:07 GMT-7) - Transcript**

### **Attendees**

Aimee Griffith-Johnson, Dawn McReynolds UHC OIFA, Fredreka Graham, Ian Wilson UHC, Ian WilsonUHC, Joan McQuade, Kin Counts, Lawrence Allen, Leah Gibbs, Lindsey Zieder, Michelle Rademacher, Sarah McGovern, Suzie Hessman, Teresa Brooks, Trudy O'connor

### **Call to Order**

**Sarah McGovern:** All right, so this session of the Independent Oversight Committee is now called the Order. The date is October 11th, 2023 and the time is 5:07 pm. Do I go into Disclosure of Conflict of Interest? Or should we just do introductions first?

**Michelle Rademacher:** Look yeah I guess we're gonna switch out of order since we don't have the full committee. We'll do introductions and then go back to that. That sounds like an excellent idea.

### **Welcome and Introductions**

**Sarah McGovern:** Okay, so present is Sarah McGovern, Vice Chair, IOC East. Suzie, you want to go next?

**Suzie Hessman:** Can you hear me?

**Sarah McGovern:** Yes.

**Sarah McGovern:** Kin.

**Sarah McGovern:** Teresa.

**Teresa Brooks:** Good Evening. Teresa Brooks, IOC member.

**Sarah McGovern:** Allright, I think that's all of our IOC for the moment until Aimee comes on. Michelle, Do you want to do the other? Since, I'm not totally



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**Michelle Rademacher:** I'm certainly able to do that. There's Aimee.

**Sarah McGovern:** There's Aimee.

**Michelle Rademacher:** We just started with introductions or if you're ready. Do you want to introduce yourself?

**Aimee Griffith-Johnson:** Sorry, can you guys hear me now? Sorry, I'm so sorry.

**Michelle Rademacher:** Yes.

**Aimee Griffith-Johnson:** I've been in the hospital today, so bear with me but I'm good. My name is Aimee Griffith-Johnson, and I'm looking a little less than usual. But I'm a member, thank you.

**Michelle Rademacher:** Thank you.

**Sarah McGovern:** Thank you.

**Michelle Rademacher:** Leah, would you like to introduce yourself, please?

**Leah Gibbs:** Sure, good evening everyone. I'm Leah Gibbs, Administrator of the Office of Individual and Family Affairs.

**Michelle Rademacher:** Thank you, Joan's on a call. Trudy.

**Trudy O'connor:** Hi there, I'm Trudy O'Connor, from District East Quality Assurance manager.

**Michelle Rademacher:** Thank you, Dawn.

***Dawn McReynolds: Hi everybody, it's Dawn McReynolds, from United Healthcare OIFA.***

**Ian Wilson UHC:** Everybody will see me. Looks like I might be losing connection again. Ian Wilson, United Healthcare's Community Plan. I'm a member advocate.

**Michelle Rademacher:** Larry.

**Lawrence Allen:** Good evening, Larry Allen, with Arizona Department of Administration.

**Michelle Rademacher:** Fredreaka.

**Fredreaka Graham:** Good evening, everyone. This is Fredreaka Graham with AHCCCS.

**Michelle Rademacher:** My name is Michelle Rademacher. I'm the DDD IOC liaison.

**Michelle Rademacher:** That's everybody, until Joan comes back.

**Lindsey Zieder:** I'll introduce myself as well. My name is Lindsey Zieder. I'm with Mercy Care.



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**Michelle Rademacher:** Thank you for joining us.

**Leah Gibbs:** Sarah, you're on mute.

**Conflict of Interest Disclosure Statement**

**Sarah McGovern:** Sorry, like I said, this toggles around a bit. So, conflict of interest is next.

**Sarah McGovern:** Do we have anyone that has to disclose a conflict of interest? If so, the committee member would need to disclose why?

**Sarah McGovern:** And then Michelle, do I go to call to the public.

**Michelle Rademacher:** Yes.

**Call to Public**

**Sarah McGovern:** So. This is the time for the public to comment. Members of the committee may not discuss items that are not specifically identified on the agenda. Comments are limited to three minutes per person.

**Michelle Rademacher:** And I really don't see anybody. On.

**Sarah McGovern:** No. Okay.

**Sarah McGovern:** Sorry, I have to pull up the agenda. Give me just a moment, please.

00:05:00

**Joan McQuade:** I know I missed introductions, but I'm back and I'm here for the duration. I had a phone call that I had to take. I'm Joan McQuade, I'm with DDD Office of Individual and Family Affairs.

**Michelle Rademacher:** Thank you, Joan.

**Sarah McGovern:** Sorry, I'm having some trouble pulling up the agenda.

**DDD Policy and/or Legislative Issues**

**Michelle Rademacher:** Okay. The next topic on the agenda is DDD Policy and/or Legislative Issues.

**Sarah McGovern:** All right, did anybody have anything they'd like to discuss with that? Any policies?

**Michelle Rademacher:** Sarah, Leah's, got her hand up.

**Sarah McGovern:** Sorry, I'm trying to go between two when I go to the others,...



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**Leah Gibbs:** Hey, Sarah. I can tell that you're trying to don't worry about it.

**Sarah McGovern:** like you. Leah.

**Leah Gibbs:** I just want to be sure that the committee members are continuing to receive the early notifications from our policy unit. Are all of you?

**Teresa Brooks:** Yes, I got bombarded this afternoon.

**Leah Gibbs:** I know you can tell when we meet because a week later you get bombarded. I just want to make sure, thank you.

**Sarah McGovern:** Okay, so Michelle, I'd actually don't have the agenda attached to any emails. I've been frantically trying to find it but I don't have one.

### **DDD Staff update**

**Michelle Rademacher:** No worries. The next topic is DDD staff updates, with that, if you don't mind, I'll go ahead and move to updates.

**Michelle Rademacher:** I know Leah has said, she has quite a bit to update so that maybe I should start with some of the shorter updates and save her for last. Is that okay with the committee? Trudy, would you happen to have an update today?

**Trudy O'connor:** Nothing very specific. We're onboarding another fact finder or incident specialist staff who is expected at the beginning of the month but fell really ill. So she's *starting next Monday. Otherwise, that is all I've really got. We've been working with some of our fact finders on how to respond to questions that come from the committee. It's delaying things a little bit, but I think in the end, it'll make things a lot faster.*

**Michelle Rademacher:** Thank you, Joan.

**Joan McQuade:** Hello again, the one wonderful update is, I think I shared with you in our last meeting, that we had identified another liaison and she will be starting next Monday. So she will be at your next meeting. We're very excited. And right now we're an all female team. so,

**Joan McQuade:** But we all work together and we all work together very well, I will say so but we're very excited to get her on board. She has a history of teaching in special education and she understands our population. *I think she'll be a wonderful asset to the team.*

**Sarah McGovern:** Thank you, Joan.

**Leah Gibbs:** Thanks, Michelle. Hi everybody. So I'm gonna give you updates on things we've touched on before, but I'd love to bring you to the most current status on things. So. The Division continues to be



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working on priorities around strengthening behavioral health services for DDD members. I mentioned before that we are working with...

**Chat Message: Kin Counts:** @Leah, Hi Leah , during the recent BH meeting, Dr Vicki Copeland was presenting and she did brought up changes in therapies for ages 21 and over, will you be touching on that?

**00:10:00**

**Leah Gibbs:** Kin I know that you put a note in the chat and I want to apologize. I have a hard time reading it. Can you help me with what you put?

**Kin Counts:** Hi, yes, Leah, on Thursday during the town Hall, Vicky Copeland was doing some presentation and she mentioned about changes in the therapies like the, not so much the physical and a speech but OT not all the Therapies. There's going to be change once member's, reach 21 and over.

**Kin Counts:** Is that correct?

**Leah Gibbs:** Kin, at this point in time, therapy continues to be a home in community based service available to members. But at age 21, physical therapy is provided through the DDD health plans. It's not provided through the qualified vendor network. Habilitative therapies continue to be available through the qualified vendor network, and rehabilitative therapies are available through the DDD health plans. A change in occupational therapy is not something I have information about, so I'm sorry, I don't have an update.

**Kin Counts:** Okay, thank you. Leah because I was listening, I thought we change because the wording on the slide is similar to the physical therapy. Which means we have 15 hours, our DDD fiscal year. So what about those that has been receiving OT all these years. So that's why I just wonder, is that going to be changed when they turn 21?

**Leah Gibbs:** If in fact, it changes coming, it will be something that will be put in writing and we will get that information out to families through our newsletters, and through our support coordinators. But for right now, I would say that if you have authorized service and it's within the plan of care, it's gonna stay where it is for now.

**Kin Counts:** Okay, thank you very much.

**Leah Gibbs:** You're welcome. So going back to strengthening behavioral health, we continue to have our behavioral health administration within DDD working with providing training. They are collaborating with the United Healthcare Community Plan and Mercy Care Plan to do outreach to the behavioral health agencies that provide services to our Qualified Vendors and the purpose of that outreach is to improve the training made available to the behavioral health professionals on best practices in working with people with intellectual and developmental disabilities. They have successfully updated Relias, which is a training software platform that's used in the behavioral health community statewide here in Arizona, by adding additional courses that are specific to understanding and working with people with intellectual and



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developmental disabilities. They have identified a training plan that consists of 12 different training topics that are available in Relias. One of those is an instructor-led training that is co-taught with the DDD Behavioral Health Administration and the Office of Individual and Family Affairs Community Engagement team to make sure that the behavioral health professionals have a clear understanding about DDD, our eligibility process, and how we collaborate and work together through Mercy Care and United Healthcare for Behavioral Health services for our members. Those trainings are going to be going live shortly and the agencies are receiving information about those and that's moving forward. Next year, they plan to support two different conferences, one in the Tucson area and One in the Phoenix area. That'll be In-person for behavioral health professionals again, to better equip them and understand best practices for working with people with intellectual and developmental disabilities and those conferences, they're working for having their continuing education credit occur. So those who attend will have that incentive. The Division is also setting up a financial incentive for the behavioral health agencies when they have staff, who complete those 12 courses, that we're able to financially compensate them through this incentive plan. As we roll out this training,

**Leah Gibbs:** We also continue to move forward with the positive behavior support training. The curriculum was just presented to the executive leadership team of the Division this week. We have done some outreach to some community stakeholders regarding content. And next week, we're going to do a workshop of delivering the training to some of our state Direct support professional staff as well as invited guests to attend so that we're going to have one last opportunity to kind of tweak content. And then starting early next year, the Division will be supporting a train-the-trainer, to have the qualified vendor agencies training staff come in and be trained on how to deliver the curriculum. We are also training...

**00:15:00**

**Leah Gibbs:** the trainers who teach our state operated direct support professionals and it is Raising Special Kids who will be the agency that their trainers are also going to be trained and they will provide that training to interested family members and caregivers. They have shared with me that they plan to schedule those trainings so that they'll be in blocks of time, not asking people to free up a day. When you're a family member, that can be very difficult. And they plan to offer the training in various days of the week and times of the day. So they will be working with us to get that information out as they're ready early next year to start that process.

**Leah Gibbs:** We continue to work for, moving forward on residential services for people who have complex needs. The behavioral supported group home, I mentioned before, was in legislation last session and it will be a new type of licensure. And the Department of Health Services is working toward that and in the meantime we are developing and have some enhanced behavioral group homes and continue to expand that service as the need arises.

**Leah Gibbs:** I mentioned before that the Division is working toward obtaining accreditation with the National Committee of Quality Assurance. Basically what we're moving toward is to continue to improve the overall quality of service and experience for people interacting with the Division of Developmental Disabilities. Many of the policy updates that you are receiving from us are including some of those updates to be more transparent and publicize information that helps inform the community about



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services and about how the Division operates. So you're seeing more and more policy updates and those will continue through the next year as we move toward compliance with that accreditation.

**Leah Gibbs:** We have started accepting applications from the existing qualified vendor network to respond to a request for qualified vendor application, which is the new contract for vendors with the Division. I mentioned to you that it's been several years since the Division has done an overall contract update. So over the first six months here, from September to March, all of the existing qualified vendors are receiving technical assistance and support to be able to apply for that new contract. And our intent is to have no interruption in service while we transition to that new contract in March of 2024.

**Leah Gibbs:** We have approximately 1,000 qualified vendors that are undergoing this transition. So we're working really hard to support them with the success of that. In the event that a vendor were to make a determination that they do not wish to continue to contract with the Division, we will be absolutely doing outreaching contact to any impacted member and family to transition to a different provider so there's no service interruption. You are aware that the Division had been working very, very hard to hire support coordinators and fill positions over the past year plus, and I'm really pleased to announce that overall now, we have hired 150 new support coordinators in the state.

**Leah Gibbs:** With our new onboarding process, we continue to have a 97% retention rate of the new staff. It is incredibly exciting. We are so grateful and we appreciate the patience as staff are on boarded and learning and trying to do the best they can here to support members and families.

**Leah Gibbs:** And my last update, I had mentioned to you all before that the Division has been working to develop what we're calling Quick Reference Guides which is going to be a library of one page and two page documents that are commonly asked questions that we receive from stakeholders and members and families. And the intent of these are to provide some high level information in plain language in hopes that it gives people the direction and the information that they're looking for. We have recently added two new ones that are published to the library. One of them, around the use of naloxone to treat opioid overdose. And another, around ABLE accounts, the Arizona Achieving a Better Life Experience, those specialized savings accounts for people with disabilities.

**00:20:00**

**Leah Gibbs:** We are getting to the point that we're almost ready to release information around eligibility. We have a group of five that are all related to DDD eligibility that we plan to roll out. They include eligibility from birth to age three because that overlaps with the Arizona Early Intervention Program. One for eligibility from age three to age six, and then one for eligibility, age six through adulthood.

**Leah Gibbs:** One around the actual application process. How to fill out that application, that some people really struggle with, to help them with that, step-by-step of each section of the application. And a final one around the redetermination of eligibility process that occurs when a member turns age six, and as they turn age 18. So those are almost ready to be published. They're on their way out, as are some around employment services, the Division's Employment First, along with the rest of the State of Arizona information, as well as our relationship and collaboration between the Division of Developmental





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Disabilities, and Vocational Rehabilitation and finding employment for DDD members who are interested in employment in the community,

**Leah Gibbs:** As well as the employment services that the Division is able to fund through our qualified vendor network to either help members, to get ready to transition to employment, or those, who have successfully been able to get employment through vocational rehabilitation. But they still need some ongoing support and coaching to be successful to keep their jobs. And those employment services are all coming out on another one. And we have a big long list of about 22 other topics that we're working on, but they're moving along and we're very excited. We have been collaborating with a group of self-advocates through People First and we are writing quick reference guides to help members know how to get a Dial-a-ride pass, how to get a bus pass, as well as how to get a state identification card. Some real basic information that a lot of people need and we know they're interested in. So we're excited to continue to produce those and as committee members, if there are topics that you think that would be a great recommendation to add to that library, you are welcome to send me an email or send an email to our [DDDOIFA@azdes.gov](mailto:DDDOIFA@azdes.gov) and we will add them to our list. Those are my updates for today, unless anybody has any questions?

**Leah Gibbs:** Not so bad. Thanks Michelle.

**Arizona Dept. of Administration (ADOA) Liaison Updates**

**Sarah McGovern:** Thank you, Leah. All right, Michelle, would we move to ADOA liaison updates?

**Michelle Rademacher:** Yes, that's correct.

**Sarah McGovern:** Okay, would that be Larry?

**Michelle Rademacher:** Yes.

**Lawrence Allen:** That's me. As always, Leah, you're a tough act to follow. But the only update I have for the committee would be the annual report, it's due in 21 days. So, if you need any help on anything, please reach out and let me know and I'd be happy to help.

**Lawrence Allen:** Any questions from the committee that I can try to answer? Okay, if some should come up, let me know.

**Sarah McGovern:** Thank you, all right,...

**Lawrence Allen:** Thank you.

**Health Plans Liaisons Updates**

**Sarah McGovern:** And then Michelle, I think our next one is health plan liaison updates from our health plan liaisons.



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**Michelle Rademacher:** Yes, we've got Dawn.

**Dawn McReynolds UHC OIFA:** Hi everybody. This is Dawn from United. I agree, Larry, Leah is a hard act to follow, but I want to celebrate with all of with all of the trainings and the hard work that DDD has been doing to assist our members and their families and with all of the work, the the training, the behavioral assistance as well as all of the one pagers, great work Leah. My update Sarah, is that and I can't remember, because we attend all of the IOCs. But if we did not mention this, we are gonna be offering Leah, and Lindsey, great to see you My friend. We and Mercy Care, whoever from Mercy Care, and Ian Wilson, we'll be offering a training to all of the IOC's to enhance...

00:25:00

**Dawn McReynolds UHC OIFA:** their understanding of Credentialed Peer Support Services and Credentialed Family Support Services and how those services may impact our members and families with special and unique challenges. So, if we haven't mentioned that on this IOC, we're going to start that process within the next couple months and probably will send out information and so on. Leah, anything else to add on that that I may have missed.

*Leah Gibbs: No but if the committee is interested we'd be pretty excited to present that information.*

**Dawn McReynolds UHC OIFA:** Oops, miss that. Thanks. So I'm not sure. I know that Suzie is in the car. But if you guys are interested in partaking in that informational setting, would you please let Michelle know? And then she'll filter all of that to us and we'll work it out.

**Suzie Hessman:** This is Suzie that would be great. I think we would very much enjoy having that information.

**Dawn McReynolds UHC OIFA:** We will add you to the list.

**Suzie Hessman:** Thank you.

**Sarah McGovern:** Thank you, Dawn. Michelle, who else do we have from healthcare plans?

**Michelle Rademacher:** We also have Lindsey.

**Lindsey Zieder:** Yes, hi, good evening. I don't have any updates for Mercy Care. Thank you.

**Sarah McGovern:** Thank you, Lindsey.

**Michelle Rademacher:** Thank you. And I didn't want to leave Ian out. Just in case.

*Ian Wilson UHC: Thanks Michelle, no, everything Dawn had to say reflects what I have to add as well. I appreciate that Dawn. Thank you.*

**Michelle Rademacher:** Thank you. All.



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**DDD IOC Liaison Update**

**Sarah McGovern:** It looks like we have DDD IOC liaison's on updates.

**Michelle Rademacher:** So, I just wanted to give an update and this is kind of related to some things we've been working on, Larry the state liaison for the IOC, Fredreka, the AHCCCS liaison for the IOC, and myself, currently. We're just working very hard to make sure that we help the committees keep in line with open meeting law and that the meetings are run as smooth and as efficient as possible and District East, you always has a very cleanly run meeting, but I just want to let committee members know, that any time a topic comes to mind by an IOC member that you would like touched on during a meeting, please send an email to your chairperson and myself for input on the meeting Agendas. This helps us keep in line with open meeting law and it also facilitates receipt of the information you're seeking. The agenda draft is composed the week prior to the meeting, and then the final draft of the agenda has to be uploaded, at minimum, 24 hours prior to the meeting and something like, Kin your questions this evening? If you think about it ahead of time, we can add that to the agenda and potentially have a discussion or the information you're seeking. Just something to keep in mind. Also, I did want to let you know that the next IOC Statewide Chairs Meeting is coming up next week. It's October 18th at 10 am and that's pretty much the extent of my updates right now.

**Sarah McGovern:** Thank you. Michelle, were there any other? Am I missing anybody?

**Michelle Rademacher:** No.

**Suzie Hessman:** I was just going to say that I'm not sure that I'm going to be able to make the meeting for the statewide. I didn't know if you or Kin are able to make it.

**Sarah McGovern:** Just depends on the date and my work schedule.

**Sarah McGovern:** Yeah, I can look and see if.

**Suzie Hessman:** I'm driving, but I think it's Wednesday, Michelle, isn't it?

**Michelle Rademacher:** Yeah, so it's Wednesday, October 18th. It's a week from today at 10 am.

00:30:00

**Sarah McGovern:** I know I can't make it because we have an SSI meeting in person. So, That trump's everything at the moment for me.

**Suzie Hessman:** yeah, yeah,...

**Michelle Rademacher:** yeah.

**Suzie Hessman:** I didn't know and if Kin's planning on being at the meeting.



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**Kin Counts:** Unfortunately I couldn't this Wednesday because of a doctor's appointment. I usually will be able to but not this coming Wednesday.

**Suzie Hessman:** Thank you, I didn't know if anybody else on the committee? Michelle would be if you could send out an email to the committee and just request, if there's anybody who can represent us.

**Michelle Rademacher:** Okay, I will certainly do that. And that was something that...

**Suzie Hessman:** Thank you.

**Michelle Rademacher:** If an evening meeting is better for Statewide. The other chairpersons are able to adapt to that and move that to an evening meeting if that works better for you. Is that something that would be better for attendance in the future for the January meeting?

**Suzie Hessman:** That works better for me. Sarah?

**Sarah McGovern:** Me as well.

**Michelle Rademacher:** I'll also take that back to the statewide so that they're aware.

**Suzie Hessman:** Thank you.

**Michelle Rademacher:** Thank you, ladies.

**Sarah McGovern:** Did I miss anybody? I feel like I'm missing someone. On updates.

**Michelle Rademacher:** No, I think we got everybody.

**Sarah McGovern:** Okay.

**Sarah McGovern:** Fredreaka Graham.

***Fredreaka Graham:*** *Hi everybody, I don't have any updates.*

**Sarah McGovern:** Thank you all.

**Discussion, Review, and possible action on Committee Memberships**

**Sarah McGovern:** So we're removing to a Discussion of Possible Committee Membership and I know, Michelle, you mentioned that we had a potential new person but they were not able to make it this evening or

**Michelle Rademacher:** No, last month you voted in a new member and she was unable to attend this meeting due to being sick, coming down with an illness unfortunately,

**Sarah McGovern:** okay.



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**Michelle Rademacher:** She has received her access to the shared drive and I have been coordinating our getting together for that orientation for the drive and the other information and we were going to connect this week with her and I both being sick assuming that we're gonna be able to do that next week. but you,...

**Sarah McGovern:** Okay.

**Michelle Rademacher:** your membership right now is you have 10 members, one of them being a non-voting member, so nine of voting members of the committee,

**Sarah McGovern:** Sorry about that.

**Suzie Hessman:** Just, this is Suzie, just real quick. We haven't seen Tanya in a really long time. Do you know what is going on with her?

**Michelle Rademacher:** No, I have not heard any feedback from Tanya.

**Suzie Hessman:** Because I thought it was an AHCCCS requirement for somebody from their facility to be on all of our calls.

**Michelle Rademacher:** That would be before my time as a liaison but it is something I can follow up with.

**Suzie Hessman:** If you wouldn't mind, I would appreciate that.

**Michelle Rademacher:** Okay, will do.

### **Discussion and Review of Incident Reports and Behavior Plans**

**Sarah McGovern:** All right, so we can move to discussion of Incident Reports and Behavioral Treatment Plans. I know right now with the new member coming on, I have not assigned her anything. So all the assignments for incident reports remain the same.

**Sarah McGovern:** Does anybody have any questions about their assignments?

**Kin Counts:** This is Kin, I do. Yeah, so when I was doing the review,...

**Sarah McGovern:** Yes.

**Kin Counts:** I just wonder, the formatting, because sometimes I have seen, during the summary part, who did they have this? what could have been done, things like that. But some are missing. So, it's kind of

**00:35:00**

**Kin Counts:** it's good to know what.



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**Kin Counts:** It is, I do not know if it's in the standard form everybody is using. The new IRs with the 11 pages or they're just using old forms or things like that. And then under the Fact Finder, the bottom part, what DDD has done, usually is so much easier when I look at it and I say that okay, **article 9** updated, staff trainings updated because then it will, in a minute, repeat questions. Are the staff trying, in our comments are the, other staff Article 9, whatever. So if we have that there, that will eliminate a lot of so-called questions in that area because then, it wouldn't pick up time for people to have to answer and say, yes, They have, yes updated. But yeah, I don't know. That's why I ask

**Kin Counts:** So everybody has different, I read is so different. Some has, some don't. So I wonder if there's anything that can't standardize it and we can see so we don't repeat the questions.

**Trudy O'connor:** Yeah, that's great. I appreciate that feedback. My question is, if they

**Trudy O'connor:** As far as the fact finding notes, that might be dependent on the kind of case that it was, whether fact finding was assigned. Maybe let's see what would work. Is that something to coordinate with Michelle? So I could look at some examples and see what you're running into?

**Kin Counts:** Yes I can bring up some. Yeah.

**Trudy O'connor:** A couple. It might help me eliminate what some of those issues might be.

**Trudy O'connor:** And then as far as the new form, we are using that. It is, as of October one, if we get any reports that are not using the new form, we request that it get resubmitted within 24 hours. There are occasions that we don't have some of those Q&A pieces at the end of the description because it's left blank by the writers. Otherwise, we put in what we receive.

**Trudy O'connor:** But I agree, It does help.

**Kin Counts:** Yeah, I just wonder if they could have it all there, the requirement that they should have, updated in a form. So that when we look at it, we say, okay, no, the staff training up to date, so this shouldn't happen and Article 9. So they know what it is. So that, the issue shouldn't happen because they are updated. I actually won't know, it's okay, they need to go training, then, because something happened.

**Trudy O'connor:** Uh-huh. Uh-huh. Yeah. I agree. Yeah. If we can look at a couple of examples, that's something I can take back to the team as well if there's something we can do to make sure that that information is getting documented because I agree. I want that information available.

**Kin Counts:** Thank you.

**Trudy O'connor:** Yeah, thank you.

**Sarah McGovern:** So, anybody else have any other questions regarding IRs?



**Division of Developmental Disabilities (DDD)  
District East Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Wednesday, October 11, 2023 – 5:00 PM to 7:00 PM**

**Adjournment**

**Sarah McGovern:** So Michelle, would we be moving to adjournment?

**Michelle Rademacher:** Yes, it looks like we've gone through the full agenda. The next meeting is scheduled for Wednesday, November 8th at 5 pm. And following open meeting law, we asked for a motion to adjourn and a second. As far as I have found, you don't actually individually have to vote.

**Sarah McGovern:** so, I'm gonna

**Kin Counts:** You sorry, I'm sorry for interruption, Michelle. Is it November 8 or 15? I have it on 15.

00:40:00

**Michelle Rademacher:** I'm sorry. One moment and I will verify

**Sarah McGovern:** I have it for the 8th because the month starts on the first.

**Michelle Rademacher:** Yes, the eighth is correct.

**Kin Counts:** All right. Thank you very much.

**Motion to Adjourn**

**Suzie Hessman:** I will make a motion to adjourn. This is Suzie.

**Sarah McGovern:** I will second that motion. This is Sarah McGovern.

**Michelle Rademacher:** Okay, everybody, it's 5:48 pm. The October meeting for District Independent Oversight Committee is officially adjourned. Have a great evening.

Meeting ended after 00:41:21 🙌

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**Information on the IR reviews**

**CLOSED Categories:**

*Death/ Suicide- Suzanne*

*Human Rights/Other Abuse - Teresa*

*Emergency Measures- Aimee*

*Physical Abuse - Kin/Yolanda*

*Medication Errors- Kin*

*Neglect - Sarah*

*DA/All IRs - Beth*

*Accidental Injury - Rebekah*



**Division of Developmental Disabilities (DDD)  
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Public Meeting Minutes Summary  
Wednesday, October 11, 2023 – 5:00 PM to 7:00 PM**

*PRC – Rebekah*

*None currently- Tonia*

For **September IRs**, the Committee members have been loaded in the shared drive **569** incident reports. This included **31** open and **510** closed reports. ATPC had **28** totals with **1** open and **27** closed.

<b>Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injury	<b>2</b>	<b>56</b>
Consumer Missing	<b>1</b>	<b>6</b>
Deaths	<b>0</b>	<b>1</b>
Emergency Measures	<b>1</b>	<b>17</b>
Human Rights	<b>1</b>	<b>5</b>
Legal	<b>0</b>	<b>4</b>
Medication Errors	<b>3</b>	<b>27</b>
Neglect	<b>11</b>	<b>32</b>
Other Abuse	<b>7</b>	<b>11</b>
Other Behavior	<b>0</b>	<b>221</b>
Other Hospitalization, Unknown injury	<b>0</b>	<b>115</b>
Physical Abuse	<b>5</b>	<b>12</b>
Property Damage	<b>0</b>	<b>0</b>
Suicide	<b>0</b>	<b>3</b>
<b>TOTALS</b>	<b>31</b>	<b>510</b>

Number of Questions for Quality Assurance Manager: **26**

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

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

**Adjournment**

**Suzie Hessman** adjourned the meeting at 5:48pm. The next District East IOC meeting will be held on Wednesday November 8, 2023, at 5:00 pm. The meeting will be a virtual meeting.