



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 10, 2024 – 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 Member, **Sarah McGovern**. The date was January 10, 2024, at 5:02 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

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

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Sarah McGovern, (Vice-chair)**
- **Elizabeth (Beth) Bird** - joined after introductions
- **Kin Counts**
- **Teresa Brooks**
- **Aimee Griffith-Johnson**

Absent:

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

Public in Attendance: **None**

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

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

Healthcare Plan Liaison: **Ian Wilson** (United HealthCare)

DDD staff and guests:

Leah Gibbs (DDD Office of Individual & Family Affairs Administrator)

Katrien Filez (DDD PRC Administrator DE & DN)

Bernice Sanchez (District East Program Review Committee) - joined after introductions

Trudy O'Connor (District East Quality Improvement Manager)

Joan McQuade (Office of Individual and Family Affairs Manager)

Morgan O'Hara (IOC Liaison)

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 (2024-01-10 17:02 GMT-7) - Transcript

Attendees

+1 714-***-**75, Aimee Griffith-Johnson, Berenice Curro Sanchez, Fredreaka Graham, Joan McQuade, Katrien Filez, Kin Counts, Lawrence Allen, Leah Gibbs, Michelle Rademacher, moo blarg, Morgan O'Hara, Sarah McGovern, Suzie Hessman, Teresa Brooks, Trudy O'connor

Michelle Rademacher: Okay, this meeting is being recorded and transcribed. The audio is posted to the ADOA website. The Google transcription of the meeting is used for written meeting minutes. You're good to go.

Call to Order

Suzie Hessman: Thank you. So we are officially calling to order the independent oversight committee for District East. It is January the 10th at 5:02 PM. Michelle, do you have that conflict of interest statement that you could read for me, please?

Conflict of Interest Disclosure Statement

Michelle Rademacher: Yes, the conflict of interest statement, does any Committee Member have a conflict of interest to disclose? If so, please do that now.

Welcome and Introductions

Suzie Hessman: We will do welcome and introductions. I am Suzie Hessman, the chairperson. Sarah

Sarah McGovern: Sarah McGovern, IOC East vice chair.

Suzie Hessman: Kin



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Kin Counts: Good evening, everyone. This is Kin Counts, Committee Member.

Suzie Hessman: Teresa

Teresa Brooks: Teresa Brooks, Committee Member

Suzie Hessman: Amy

Aimee Griffith-Johnson: Hi everyone, Amy Griffith-Johnson here, Committee Member.

Suzie Hessman: Did I miss any of the committee members?

Suzie Hessman: Okay, Michelle. Do you mind reading through our other guests?

Michelle Rademacher: Sure, I don't mind at all. Leah

Suzie Hessman: Thank you.

Leah Gibbs: Good evening, everyone. I'm Leah Gibbs, Administrator of the office of Individual and Family Affairs.

Michelle Rademacher: Katrien

Katrien Filez: Hello everyone. My name is Katrien Filez or PRC administrator with DDD.

Michelle Rademacher: Trudy

Trudy O'Connor: *Hello, it's Trudy O'Conner with District East Quality Assurance, manager.*

Michelle Rademacher: Joan

Joan McQuade: *Hi everyone. Joan McQuade Office of Individual and Family Affairs manager.*

Michelle Rademacher: Larry

Lawrence Allen: Good evening. Larry Allen with ADOA..

Michelle Rademacher: Fredreaka

Fredreaka Graham: Everyone, this is Fredreaka Graham with AHCCCS.

Michelle Rademacher: Morgan

Morgan O'Hara: Hello, everyone Morgan O'Hara, DDD IOC liaison.

Michelle Rademacher: And caller on the phone ending in seven five. Is that Ian?



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+1 714-***-**75: Yeah, that's me. Ian Wilson here with United Healthcare's Community Plan, member advocacy. Sorry I had to dial in today.

Michelle Rademacher: Thanks for being here. My name is Michelle Rademacher. I'm the DDD IOC liaison.

Call to Public

Suzie Hessman: Thank you, All right. Next is called to the public. Do we have anyone on the call from the public?

DDD Policy and/or Legislative Issues

Suzie Hessman: Next, we have DDD policy and our legislative issues. I personally. Does anybody else on the committee have anything policy wise or legislative that they wish to discuss?

DDD Staff update

Suzie Hessman: Then I'm going to ask Leah if you have any updates because you're always so wonderful at picking out the Updates that we need to know.

Suzie Hessman: And I'm sorry if you're hearing my puppy barking in the background I got.

Leah Gibbs: Is this a new puppy?

Suzie Hessman: Yes, I got him for Boston to do the basic training so that then he can be a new service dog for her and he didn't like it that I came home, took him out potty, and put him back in the kennel. He's like this really isn't fair.

Leah Gibbs: Poor thing. Good evening. It's good to see you Suzie. And of...

Suzie Hessman: Thank good to see you.

Leah Gibbs: I do have updates and it's a lot of the same topics, but I just want to bring you the most current on them. So as I've been reporting back, the Division continues to work really hard over three overarching priorities and what those have to do with is strengthening Behavioral Health Services for our DDD members. Also the Division is rolling out a new qualified vendor agreement that it's going to be going into effect. And the ongoing work we're doing toward accreditation for the National Committee of Quality Assurance with the goal to meet that by October of 2025. Regarding our strengthening of Behavioral Health Services. We have had a really positive experience in rolling out training that we've made available to the behavioral health provider community in the state of Arizona.



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Leah Gibbs: We, as a Division, were able to work with Relias, which is the training platform that the behavioral health agencies use for their workers. When we did our research we found that there were very very limiting, I think we said that there were three courses in their entire platform, regarding serving people with intellectual and developmental disabilities, and we successfully were able to collaborate and got 100 plus new courses added to the library that have to do with best practices in supporting people with intellectual and developmental disabilities.

Leah Gibbs: Our Behavioral Health Administration team with the collaboration of our DDD health plans, and the behavioral health providers were able to identify 12 of those particular topics that we felt made a really good representation of a baseline for people to learn more about collaborating and coordinating services. And we have put into place an incentive program for the behavioral health agencies to have their staff and their professionals take these training classes. And once they can demonstrate 10% of their and their entire workforce have completed that, the Division has a financial incentive for their agency that we believe that is going to be really meaningful for and with the positive outcome of having our members and families with a much stronger experience.

Leah Gibbs: Part of this training platform includes an instructor-led virtual course that really is very specific to the Division of Developmental Disabilities, our relationship with our DDD health plans, and the relationship in collaborating and providing service to DDD members who have co-occurring Behavioral Health needs. This is trained on a regular basis in partnership from our Office of Individual and Family Affairs team with the DDD behavioral health professional staff that are onboard and it has been very well received by, not only the agencies, but the peer support service agencies, the family support service agencies as well.

Leah Gibbs: We are also moving forward in planning two conferences for the behavioral health programs out in Arizona. One is scheduled in May to occur in Tucson and one in September that will happen in Phoenix and we are collaborating to be able to offer continuing education credits to the professionals that attend the conference. We are bringing in speakers, not only locally, but National experts to help build that capacity in serving our population. So that is moving along very, very well and we're excited about it.

Leah Gibbs: The next one I'm even more personally excited about is, we were able to put a bow on our curriculum for training Positive Behavior Support last night. It is being printed as we speak and next week, we are going to start the train-the-trainers of rolling out that training in being available. Positive Behavior Support training is going to be available for family members and caregivers at no cost to them, any IOC members who are interested, who would like to take those courses, we absolutely will encourage that at no cost to you. Those classes will be made available through Raising Special Kids who are collaborating in train-the-trainer efforts who will be rolling out that training. We've discussed with them about the unique needs for family members in that we may need to have that eight hours of training broken down into sessions and make them available in the evenings or weekends or daytime, for whatever can work and they are absolutely in agreement with that. When they plan to do that, we'll start advertising those available classes once they finish the train-the-trainer, which should be shortly.



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Leah Gibbs: We also are offering the training for our qualified vendor Network and we are doing a two day long train-the-trainers so that each vendor agency can send their training staff in to meet with our trainers to review that curriculum. They will need to demonstrate competency to us that we know that they have it and understand it and then they can start training the Direct Care Workforce within their agency. And for each staff member that the qualified vendors train, the Division is going to pay that agency and incentive that will allow the agency to pull that staff member off of direct care to take the training and have someone else make sure that that member's needs get met so that there won't be any disruption to service to the member and build that capacity throughout the workforce.

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Leah Gibbs: And third, for our DDD programs that we operate, so our DDD State operated group homes and Intermediate Care Facilities, we are mandating that training for all of the direct care workers who work in our programs. And our training staff are also going through the train-the-trainers for the curriculum. I can't tell you how excited I am and I am so anxious for people to take advantage of the training and get feedback. That group of people who have worked so hard to develop this. We have Division staff. We have stakeholders who assisted us. Our Behavioral Health Administration has helped us. We feel really excited and confident that it's going to help lay the foundation. We all recognize that there is no one Magic Bullet to help families to support members with complex behavioral needs but we really think that this is going to help people with that foundation.

Leah Gibbs: So if you can tell I'm very passionate about it, but I'm very excited about that one. And then on the residential side, our Network staff continue to work with, not only our qualified vendor network, but through a request for information that went out nationally, with agencies that may not be currently established here in Arizona, but have experience and expertise to help us with developing some more residential options for members who do have very complex, co-occurring, their intellectual disability as well as their behavioral health need, and so that continues to move along. I don't have a lot of new updates on that one, but I know that our team is working with collaborating with some of those other organizations that are not currently on board to consider expanding that service.

Leah Gibbs: The requests for qualified vendor application, that is what we call our contract. It's called an agreement that we have with our qualified vendor community. All of the existing qualified vendors are undergoing a re-application to continue to contract with the Division to provide services for our members.

Leah Gibbs: Contracts generally have a lifespan and this one has had a lifespan plus. It's been almost 10 years since we've had a new request for qualified vendor application and agreement. The vendor community is getting those applications in. We are getting them reviewed and getting them approved as quickly as we can. We do not expect to see disruption in service. If it looks like there will be any concerns, we have a whole plan in place with our Network team and our support coordination team to ensure that members receive the services that they need.



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Leah Gibbs: When we originally rolled out this renewal for the contract, we said that it would be March of 2024 for an implementation date in December. The Division, even though we've had a lot of vendors respond and move forward. It's taking a little longer than expected. So we've done an extension until June 30th for vendors to get in their new application and the new contract will then go into place effective July first of 2024.

Chat Message: Kin Counts: I contacted RSK today, and was given different persons to reach out to. And It seemed these people in RSK didn't know what training I was talking about. I will continue to reach out to them.

Leah Gibbs: And then the last one is just the ongoing work and it's going to be over the next several months as we continue to work toward the accreditation from the National Committee for Quality Assurance. And as you continue to see, you get updates from the Division regularly about our policies that have been updated, and a lot of those are in making sure that we are transparent and have the information that we want the community to be aware of around policies. So you're going to continue to see policy updates coming through on a regular basis, but that's part of the work that we're doing toward that accreditation. They're also doing more training and support for our support coordination teams and updating procedures and other works around the Division to...

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Leah Gibbs: To have the absolute outcome of improving the experience for members and families and working with the Division and improving the quality of life of the folks that we support. Those are my major updates. Anybody have any questions for me?

Leah Gibbs: Kin, I think I saw something in the chat. Let me

Kin Counts: Hey Leah.

Leah Gibbs: The reason Raising Special Kids doesn't have anything for you yet, Kin is their training

Kin Counts: I tell them, specifically a copy and paste that exact training and I reach out to one person and then she doesn't know so she sent me to another one. So even the other one he has also not sure and then there's one more that hasn't got back to me. So it's like.

Leah Gibbs: Kin, it's because we haven't done the train-the-trainer yet. They aren't ready to post or share that information publicly until we finish the trainer, but they have a team member who actually helped us in the development of the curriculum, so they are very much aware and it's just that they're not prepared to be able to say to you, "Here's the classes and your options" because they need to get their blessing from the Division that their trainers meet and can show us their competent to deliver the material. Okay. You're on mute.

Kin Counts: Sorry. Yeah, they weren't sure what training I was talking about. And is it the RSQ? I said no. No, already done, as it's a different one, DDD one and then I saw the dates that you have and the first few already full. That's like many people.



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Leah Gibbs: Those are for the train-the-trainers. We sent out that announcement that our qualified vendors could sign up their trainers on the 22nd of December, which of course we knew was a terrible date to send it out. But we sent it out and within our first two working days, we had a hundred and thirty people sign up. What a wonderful response.

Kin Counts: Yeah, I see. Yes.

Leah Gibbs: And as of this morning, we have 280 vendors who are signing their staff up to do the train-the-trainers. I am so excited about the potential impact this is going to have.

Kin Counts: Mm- Yes it is. And it's only until March, Leah.. I only saw until March.

Leah Gibbs: We are offering the train-the-trainer through our schedule until the beginning of April and then we're going to do an assessment to see, because we recognize, just like we do when we train vendors to qualify on Article 9 to train their staff. We have regular, kind of workshops to do that. We're gonna make those plans as we get closer to April and see what the need is, but those trainings are specific for the vendor community that'll be training it out. And Raising Special Kids will be taking those trainings with us.

Kin Counts: Okay, also, yeah, I'm so excited. I can't wait. That's great. It was really full up, the first few days. I was like, whoa, that was awesome, people are doing that. It's so important, so exciting.

Leah Gibbs: Very very excited about this. Thank you, Kin. Anybody else, any questions about anything?

Leah Gibbs: Thank you so much Suzie.

Suzie Hessman: Thank you. That was all wonderful news. I know that it will have a big impact on the quality of life for our members. So I'm excited.

Suzie Hessman: Michelle, do you mind going and asking each Division member for their staff update?

Michelle Rademacher: Sure, I don't mind at all.

Suzie Hessman: Thank you. That way I can mute so you don't hear the dog barking.

Michelle Rademacher: Aww. It's very quiet and faint in the back. It doesn't like, make you jump to attention.

Suzie Hessman: Okay.

Michelle Rademacher: Katrine, would you mind starting us off if you had an update, please?



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Katrien Filez: TSure, no problem. My update for PRC District East is sharing with great excitement that PRC District East is back on track. 2023 was a very challenging year, lots of barriers, challenges, but our chair, Berenice Curro Sanchez, along with her Admin, Saida Cleveland, they were able to tackle anything that came on their agenda and made the goal of bringing it back on track by the end of 2023. So a big kudos to that team.

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Katrien Filez: We are obviously excited to start fresh 2024 with a full team also in District East and then maybe one more update is then that PRC is continuing a project that we started last year and that would be the Behavior Plan Writers Guide. Our hope is to, we don't have a date set, but it should be finalized in the first quarter of 2024 and then shared with providers, behavior plan writers, you, PRC. So basically the Behavior Plan Writers Guide reflects the behavior plan template that many, if not the majority, of the behavior plan writers have started using, and then dissect each section, dive deeper into detail, what are the expectations for each, giving more explanations and some examples here and there. So we are hoping that that will help also the providers in writing even more effective Behavior plans. And that it also might help a continued increased consistency between the different PRC districts. So that's kind of the update that I have for today.

Suzie Hessman: That's all wonderful news. I'm glad that you guys were able to get everything caught up and the guide is something that I know we, as a committee, have wanted for a very long time to have more consistency in those plans. So that's awesome.

Katrien Filez: Okay. You're welcome.

Suzie Hessman: Thank you.

Michelle Rademacher: Thank you Joan. Did you have an update?

Joan McQuade: I do. I do. Just to let you know, we still are working on backlog for incidents. As a matter of fact, we have entered January of this year. So we're getting very caught up. We still do have some backlog that's from October that we're going to be chipping away at just to let you know that those would be the only, not current, incidents that you'd be receiving that are redacted. And the other news I have is that we have divided up the districts between Morgan and Michelle. And Morgan is going to be your IOC liaison. So if you have any specific questions or anything, you can feel free to reach out to her. And Morgan, you could send an email to the entire District East team, just making sure they have your contact info. Of course, Michelle is still available as well. They will both be attending, just like I do, all of the IOC meetings. But Morgan will start next month working with you, Suzie, on facilitating the meeting.

Suzie Hessman: Thank you. Morgan, excited to work with you.

Morgan O'Hara: Thank you. I will definitely send an email with all my information.

Joan McQuade: Yeah.



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Morgan O'Hara: That's a great idea.

Joan McQuade: All right, and that's all I have. So, thank you very much.

Michelle Rademacher: Thank you. Trudy, any updates?

Trudy O'connor: Hi. Yeah, we have a couple of updates. December was a real challenge for quality in District East. Just everybody, I think, has extra stressors during the holidays. There's always another set of cookies to deliver and recital to attend on top of other stressors. So, that's just for everyone across the board, but we had gotten hit pretty hard with people getting really sick. So we pitched in together and were able to get through but we're just getting back on our feet. So we're happy to usher in the new year as well. We've got two vacancies. Both are being processed by HR and should be posting within the next few days.

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Trudy O'connor: One is an admin role and our other is a fact finder, incident specialist who will be working cases. And we started doing some initial on-site visits to make sure that potential new vendors are getting prepared, have locked cabinets and those kinds of things. That's been a new thing that we've started doing. So our program staff are going out into the field and working with potential vendors who don't yet have their qualified vendor agreement, but they help them work through a few of those pieces. So that's been an added responsibility and it's been good to meet different people too. So that's our update.

Suzie Hessman: That's wonderful that you guys are doing that. I know that'll be very helpful to those potential vendors.

Trudy O'connor: Oh and I did have one other thing, we had started rolling out the new IR form. It's like an 11 page incident reporting form both for internal and qualified vendors. So we've got that pretty well in line. We are going to start attending Quarterly Provider meetings as well and start working with the vendor agencies on how to complete those fully so that we get more relevant information upfront. So that's another project that we're working on for this year.

Suzie Hessman: That's very exciting because yes, we would like better, more consistent information.

Trudy O'connor: *Absolutely. Yeah. Us too.*

Michelle Rademacher: Excellent. So Suzie, that's everybody. Oh wait, Berenice. I saw you joined late. Did you have an update? I know that you just kind of hopped on this evening. Thank you.

Berenice Curro Sanchez: No, thank you. I apologize for the delay. I got caught up with something else. But no, Katrien pretty much gave the updates for this GP. So thank you. Appreciate it.

Michelle Rademacher: So that's all of the DDD staff.



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Arizona Dept. of Administration (ADOA) Liaison Updates

Suzie Hessman: Okay, great. Thank you. Next up, ADOA Liaisons on updates, Larry.

Lawrence Allen: Good evening. Just a quick follow-up from last month's meeting and regarding the annual report. Have you had any luck or any Synergy on that, getting that started?

Suzie Hessman: Sarah has wonderfully put together a report and so she has reached out for some additional numbers and I think Michelle has gotten most of those to her finishing that and then she and I will collaborate and then get it off to you and to everybody.

Lawrence Allen: Fantastic, that's great news. Thank you so much for making an effort and getting that done. So thank you.

Suzie Hessman: It all goes to Sarah.

Leah Gibbs: I just want to make sure Sarah you got my email with the higher numbers right? Thank you.

Sarah McGovern: Yes, thank you. That was just a lovely little snapshot of what we needed there. So, thank you.

Lawrence Allen: Other than that, I don't have any updates for the committee. Is there any questions or concerns that I could answer, please?

Suzie Hessman: Nothing from me. Thank you.

Lawrence Allen: All right. Thank you. Thanks for having me.

Health Plans Liaisons Updates

Suzie Hessman: All right. Next agenda item is the healthplan Liaisons updates. Ian, Did you have any updates for us?

+1 714-*-**75:** No updates from United Healthcare at this time, but I'm more than happy to field any questions.

Suzie Hessman: Does anybody have any questions for Ian?

Sarah McGovern: I just wanted to say thank you for getting back to me on that vaccination situation. That made perfect sense that my son had to be 19. He had to have a pediatrician or a regular doctor do the vaccination.



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+1 714-***-***75: Yeah. That no,...

Sarah McGovern: Yes that made perfect sense. Thank you.

+1 714-***-***75: And I'm glad I could help and it was actually a learning experience for me. I wasn't particularly familiar with it. so glad that we were able to work it out.

DDD IOC Liaison Update

Suzie Hessman: Next is back to you, Michelle or Morgan, whichever one of you is going to give us the update.

Michelle Rademacher: Okay, just a short update. I did want to let the committee know that for December, I've got some data numbers for you this month. Incident reports to the committee, which were loaded in the shared Drive, the December reports. There was 405 total incident reports. That includes the open and the closed as well as the reports from ATPC. There were also 19 questions sent up to DDD quality assurance. Additionally, Joan told you about the backlog. So we just have a little bit left from October to send you the closeout 2023 and one batch from December that'll go this week. That'll close out 2023. And then I like to remind everybody about Statewide, if you're interested in attending, the next Statewide meeting is Tuesday, right after the Martin Luther King holiday. It's at 5:30 in the evening. And any member that would like to attend the meeting is welcome. If you are not a chair or a vice chair, just let me know. I'll send you an invitation and you would be attending as a meeting guest. The next DDD public town hall meeting for members, families, providers that will be held Thursday, February the 1st. And those are held in the evening through a virtual format from six to eight pm.

Michelle Rademacher: That's the extent of my updates.

Suzie Hessman: Leah

Leah Gibbs: If you don't mind, I would love to just expand a little bit about the public town halls. Thank you Michelle. I really appreciate how you remind the people about that. Part of what I get to try to do in my job is to identify speakers to come in for these public town halls. And so I thought I'd let you know some upcoming ones because you got some pretty exciting stuff. On February 1st, our Dental director, Dr. Vicarani, will be giving some updates and make sure people understand the dental benefits that are available for DDD members who are long-term care eligible, AHCCCS eligible. And Michelle Sobel, who is our DDD pharmacist, would like very much and it's going to take the opportunity to share information. I'm sure you're all aware that there have been concerns popping up in different places about sufficient supplies of some medications with the whole world being sick right now and she has some information to share to folks about how to be sure you can get what you need and how to get help if you run into a barrier. And in March, we have John, who goes by Jack Burns, with the Social Security Administration who's going to come in and do an overview. That date is March the seventh on services for people who have disabilities and Social Security.



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Leah Gibbs: April the fourth, we have our friends from AHCCCS, Derek Johnson, Alex Demyan, and Shekinah Lobosch who are going to give us the most current updates on Parents as Paid Caregivers and the waiver adjustment requests that was made with CMS. So they're all tied down. And in May, Ronaldo Fowler, with the Arizona Center for Disability Law, along with Danny, who is with an organization called Vote Writers, are going to talk about people with developmental disabilities, their right to vote, their access to voting, to register to vote, because as we know we have an important election coming up at the end of the year and he has great information to share. I haven't filled out the rest of the year yet. But those are upcoming meetings that I thought you guys might be interested in.

Suzie Hessman: Very good. Those are some great topics to cover.

Discussion, Review, and Possible Action on Committee Memberships

Suzie Hessman: Thank you, Okay, then our next agenda item is review of any possible committee membership. I'm assuming Michelle that we don't have any sense. I haven't heard anything.

Michelle Rademacher: Right not at this time.

Discussion and Review of Incident Reports and Behavior Plans

Suzie Hessman: Then on to discussion of incident reports and behavior treatment plans. Does anybody have any questions, comments, concerns? Kin

00:35:00

Kin Counts: Of course I do. okay.

Suzie Hessman: Yeah.

Kin Counts: So I was, regarding that incident reports. So there are cases whereby it was being referred to from the DCS or the APS and I noticed that when questions are being asked I have questions they will usually not answer because they're being referred by DCS and APS. So I want to know what kind of role do we play when cases are referred by DCS and APS? all and or APS. Thank you.

Trudy O'connor: Typically when we get cases that are referrals, what they're doing is asking for information from us so that we can share some details about the member. That's just an agreement that we have between us. We don't work our cases together so that we have an independent view of the investigation. Does that help?

Kin Counts: so in a we do not really have questions for them because then it's not up to us. It's because they are taking the case, not, so-called not us.

Trudy O'connor: We're working it from the perspective of working with our qualified vendors and their agreements and making sure that our members are safe. Of course. And they're, APS and DCS, are looking at it more, from their perspective, not subcontractors.



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Kin Counts: Yeah, because I was confused because such cases when you...

Kin Counts: said, some questions I want to know and it comes back to me. It seems like it is the DCS, is taking care of it, looking at it and I don't yeah.

Trudy O'connor: Yeah, yeah, they do come to their own conclusions. And so we don't rely on those to make our own investigation or rely on that for our findings. But you...

Kin Counts: right

Trudy O'connor: It just keeps it so that we're working our own investigation.

Kin Counts: Okay.

Trudy O'connor: Would you have something to add for that, Leah?

Leah Gibbs: But I think Trudy did an excellent job answering the question. We have different criteria, Kin. They're looking at the laws based on abuse, neglect and exploitation.

Trudy O'connor: right

Leah Gibbs: And so what they're looking at, but we're looking at things like compliance with the contract and the requirements about Staffing levels and different. So we kind of are approaching from a different angle. So that's why there's two different investigations, but we do certainly share information as we need to.

Kin Counts: Okay, so in such cases, we will be just looking at whether they comply to our policies, our requirements, the DDD requirements, policies and things like whether the staff are trained and up to date trainings and things like that.

Leah Gibbs: Those are all part of it. That is absolutely correct. But they make the legal determination about whether or not abuse is concerned if they need to prosecute because of the incident. Does that make sense?

Kin Counts: Yes, so we still look at it, but with just a different perspective. Okay. Thank you. I appreciate it.

Leah Gibbs: Is that okay, Trudy?

Trudy O'connor: Absolutely. Yeah, I always appreciate the questions. Really it helps us frame your view as well to have better understanding. So I appreciate it. Thank you. Kin.

Kin Counts: Thank you all.

Suzie Hessman: Does anybody else have any questions, concerns? Sarah, Do you have anything on the incident reports that we need to discuss?



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 10, 2024 – 5:00 PM to 7:00 PM**

Sarah McGovern: Just that we're a little behind I take personal responsibility. I'm behind on my stuff, but just to make sure everybody kind of dips in there and takes a peek at what they've got and if you have questions or concerns, please, reach out and we're more than happy to help.

Suzie Hessman: Thank you.

Adjournment

Suzie Hessman: Is there anything else before we adjourn?

Trudy O'connor: Happy 2024.

00:40:00

Suzie Hessman: What was that? Yeah.

Suzie Hessman: All right, so we will officially adjourn our meeting of the independent oversight committee. It is 5:42. Our next meeting is. That can't be right, February 14th.

Michelle Rademacher: That is correct.

Suzie Hessman: Okay, I just noticed that. Maybe we should have talked about maybe having a different date. That's a problem for anybody? I mean it is still a Wednesday. So hopefully. Is that a problem for anybody that it's February the 14th?

Sarah McGovern: Not in this household.

Aimee Griffith-Johnson: I don't.

Kin Counts: Not at all, the time has passed.

Suzie Hessman: Yeah, okay. Wonderful. I just thought I should mention that. Okay, then our next meeting will be February the 14th. In the same station. Thank you everyone.

Leah Gibbs: Have a good night.

Kin Counts: everyone

Aimee Griffith-Johnson: Good night.

Meeting ended after 00:41:29 🙌



**Division of Developmental Disabilities (DDD)
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Public Meeting Minutes Summary
Wednesday, January 10, 2024 – 5:00 PM to 7:00 PM**

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Kin/Yolanda

Medication Errors- Kin

Neglect - Sarah

DA/All IRs - Beth

Accidental Injury - Rebekah

PRC – Rebekah

None currently- Tonia

For **December IRs**, the Committee members have been loaded in the shared drive **405** incident reports. This included **32** open and **373** closed reports. ATPC had **16** totals with **2** open and **14** closed.

Type	Open	Closed
Accidental Injury	0	81
Consumer Missing	2	0
Deaths	1	0
Emergency Measures	1	31
Human Rights	2	4
Legal	1	3
Medication Errors	1	13
Neglect	13	28
Other Abuse	8	2
Other Behavior	0	136
Other Hospitalization, Unknown injury	0	68
Physical Abuse	3	2
Property Damage	0	0
Suicide	0	5
TOTALS	32	373

Number of Questions for Quality Assurance Manager: **19**

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



**Division of Developmental Disabilities (DDD)
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The Program Review Committee (PRC) is being attended to by **Keith Jansen**. Reviewed by **Rebekah Gigiotti**.

Adjournment

Sarah McGovern adjourned the meeting at 5:42pm. The next District East IOC meeting will be held on Wednesday February 14, 2024, at 5:00 pm. The meeting will be a virtual meeting.