



Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, November 28, 2023 – 5:30 PM to 7:30 PM

This meeting is being held virtually.

Meeting called to order by **De Freedman**. The date was January 23, 2024, at 5:35 pm. The address of the meeting was Virtual, no physical address.

Attendance in Person: **None - This meeting was virtual only**

Attendance by Google Meets unless noted:

- **Diedra (De) Freedman**
- **Brad Doyle**
- **Crystal Fox**
- **Jaymie Moore** joined later, around 6:11pm

Absent:

- **Shelly Vinsant**
- **Cynthia Macluskie**
- **Pat Thundercloud**

Public in Attendance:

- **None**

Arizona Department of Administration (ADOA)

- **Larry Allen**

AHCCCS IOC Liaison

- **Fredreaka Graham**

Healthcare Plan Liaison

- **Summer Kamal** (Mercy Care) by phone **41
- **Dawn McReynolds** (United HealthCare OIFA Administrator)

DDD staff and Guests:

- **Leah Gibbs** (DDD Administrator of Office of Individual & Family Affairs)
 - **Diane Kress** (DDD District West Quality Manager)
 - **Richard Kautz** (DDD Volunteer Coordinator)
 - **Michaela “Mickey” Barnhart** (DDD Volunteer Coordinator)
 - **Joan McQuade** (DDD Office of Individual & Family Affairs)
 - **Morgan O’Hara** (DDD IOC Liaison)
 - **Michelle Rademacher** (DDD IOC Liaison)
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District West IOC-Conference Call (2024-01-23 17:35 GMT-7)- Transcript

Attendees

+1 602-***-**37, +1 602-***-**41, Brad Doyle, crystal Fox, Dawn McReynolds UHC OIFA, Diane Kress, Diedra Freedman, Fredreka Graham, Jaymie Moore, Joan McQuade, Lawrence Allen, Leah Gibbs, Michaela Barnhart, Michelle Rademacher, Morgan O'Hara, Richard Kautz

Transcript

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.

Call to Order

Diedra Freedman: Today is January 23rd, 2024. It's 5:35 PM according to my computer. I hereby call to order this regular meeting of the DES DDD District West Independent Oversight Committee. This is a regular meeting of the IOC. It's being held electronically. There are three of us present. We're waiting for our fourth member to be present so we can hold the meeting, but we can't vote on anything.

Diedra Freedman: The meeting's being recorded. A transcript of that recording will be posted on the ADOA IOC website. In an effort to avoid excess background noise and potential microphone feedback, please mute your microphone when you're not speaking. You can mute yourself by clicking on the microphone icon at the bottom left corner of your screen or elsewhere, depending on the platform. The host of the meeting can mute you and the host is Michelle Rademacher, but you can unmute yourself when you would like to speak.

Conflict of Interest Disclosure Statement

Diedra Freedman: Additionally. I've been asked to read the following statement. Do we have anyone who has to disclose a conflict of interest? If there is, the Committee Member needs to disclose why? So Crystal and Brad, do you need to disclose a conflict of interest? I don't, but do either one of you?

Brad Doyle: No.

Crystal Fox: No.



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Welcome and Introductions

Diedra Freedman: Okay, so. We're now going to have introductions of those present in the meeting.

Diedra Freedman: I'm Deirdre Freedman. I am a retired attorney and professional certified compliance officer. I work with a consulting consortium called the Honoris Group. We do have clients, who are DDD QVA members. But we're not going to be discussing anything today where there's any conflict and nobody's asked me to disclose my current client list, but if I need to I can do that. So I don't have any conflicts. My son, Andy, was a DDD ALTCS member for 17 years until his death, three years ago. So I think I'm pretty experienced to be here and a legal expert, if I do say so myself. Crystal.

Crystal Fox: Hi, my name is Crystal Fox. I'm with the IOC West here and, You want more information? I have a child in DDD who has autism and epilepsy. I am also an advocate. I mostly focus on Behavioral Health stuff. I'm also with the PRC. So I do the behavior plans here.

Diedra Freedman: And what do you do professionally? Yes, you're a medical expert, Crystal.

Crystal Fox: and I'm a nurse. I'm a registered. I am a medical expert and I work with Behavioral Health

Diedra Freedman: Hey Brad.

Brad Doyle: I'm Brad Doyle. I'm lucky enough to be a parent of my son, Curtis Doyle, who's 37. He's on the severe end of the spectrum with autism. When he was three, it was right when DDD was first taking off and services were starting to be provided. I've started, served on the Mayor's Council on Disabilities, Governor's Council on Disabilities, advocated, gone down, testified at the Capitol. I've been chasing windmills pretty much my whole life. It feels like. So Curtis is the best thing that ever happened to me. Isn't that right Curtis? Yes. Say if it's not okay, we make okay, that's right back. You just got back. I'll be right there. And that pretty much sums it up.

Diedra Freedman: At work, you do accommodations for individuals with developmental disabilities.

Brad Doyle: I work at Moon Valley High School where I'm the cafeteria manager. Today, I spent a good half an hour helping a parent, whose child's about to turn 18, with the guardianship process. If you guys ever talk to anybody that's filing for guardianship, the waiver of fees application, file it first then start filing everything else and they waive all the fees. You can do it for free. So yeah, that's what I do.

00:05:00

Diedra Freedman: Yeah, but Brad the thing I meant, was you have made accommodations so the individuals with augmentative communication devices can order their meals in your cafeteria.



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Brad Doyle: Yeah. I've done that. And actually, I've even gone above and beyond that now. The kids love, I just love this. This girl, Shante, I'm sorry now I'm gonna take it sideways. This girl Shante can only move her eyes and they just got her a new thing that she can bump her head and I went up to her today. And I said, do you know who Stephen Hawking is and she went like that with her eyes. Yes. And I went, he's one of the smartest men to ever have lived and he only can do what you're doing now. So don't give up because I was talking to the physical therapist and she will find she just uses her eyes. She doesn't even want to learn how to use the computer. She knows how to use it. But it takes a lot longer. So I do that with everything. I'm all in. I ran a Voc Rehab out of my cafeteria when they wouldn't let, when there was nobody. I just did it. Yeah, that's what I do.

Diedra Freedman: You want to take over the rest of the introductions for us, please?

Richard Kautz: and the wonderful Brad.

Michelle Rademacher: Sure, no problem. Thank you Brad. I appreciate all that. That was really nice. Leah, would you like to start us off with introductions pretty please?

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

Michelle Rademacher: Thank you and Diane.

Diane Kress: Yes, good evening. Diane Kress. I am the District West Quality Assurance manager.

Michelle Rademacher: Richard

Richard Kautz: Hey, good evening. My name is Richard Kautz and I'm one of the new volunteer coordinators for DDD, and I'm glad to be here.

Michelle Rademacher: Michaela

Michaela Barnhart: Hello, I'm Mickey Barnhart. I am the other volunteer coordinator at DDD.

Michelle Rademacher: Joan

Joan McQuade: Good evening everyone. I'm Joan McQuade and I'm a manager with the Office of Individual and Family Affairs.

Michelle Rademacher: and Morgan

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

Michelle Rademacher: Larry

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



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Diedra Freedman: Larry, you got out early.

Lawrence Allen: Yes, sorry. I'm a little late.

Michelle Rademacher: Fredreaka.

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

Michelle Rademacher: Dawn

Dawn McReynolds UHC OIFA: Hey everybody, this is Dawn McReynolds from United Healthcare OIFA.

Michelle Rademacher: And my name is Michelle Rademacher. I'm the DDD IOC liaison for District West and District South and we also have someone on I'm not certain if you're with a health plan. The phone number is ending in four one.

+1 602-*-**41:** Hi, Hi Michelle, it's Summer Kamal with Mercy Care. I apologize. It's so nice outside. I decided to walk for this call.

Michelle Rademacher: okay. Thank you for being here.

+1 602-*-**41:** Thank you.

Michelle Rademacher: Okay, I think that's everybody.

Diedra Freedman: Okay, since we're still waiting for quorum. And we need Jaymie's input.

Diedra Freedman: I'm not sure. We really want to do the updates without her? Should be here in another 15 minutes.

Diedra Freedman: But everything is a discussion, it's updates and discussion. Brad and Crystal, where do you want to go? on the agenda. You want to do the updates and then have Jaymie jump in?and she can read the

Brad Doyle: Yeah, can we do an OIFA update? Or Larry, we can go through some of those...

Brad Doyle: Because those, I don't think Jaymie has to hear them. Am I incorrect on that? This is the first time I've been involved in this situation. Do we need a motion or we can't because we don't have a quorum.

Crystal Fox: I think we could do the updates because if there's anything major we can always come back to it.

Diedra Freedman: Yeah, I get to jump around the agenda, right. Before we do that.



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Call to Public

00:10:00

Diedra Freedman: I have to do the call to the public. Is there anybody on the phone call from the public who would like to say anything? There is nobody, so we can move on. Hey, Larry. You want to do your ADOA update?

Updates from Arizona Department of Administration

Lawrence Allen: One update that I have for the committee tonight is that I had a meeting with the boards and commissions director at the governor's office a couple weeks ago. We talked about how to build committee membership and we came to an agreement that he would, in the course of a review of the resumes and interviews with the applicants, if they were not a good fit for the committee or board that they're applying for, that they were going to look to direct those individuals over to the IOC that they were passionate about volunteer and joining a committee. So that's where it landed. So hopefully we'll have some sort of uptick in committee membership here in the next few weeks. I will certainly follow up, back up with him to see if, one that he's referred anybody, and two if really if they referred anybody so if we've had any potential candidates,...

Diedra Freedman: Okay.

Lawrence Allen: So hopefully we'll have some sort of answer for you guys and see some sort of uptick to the membership here and build your committee back up. So

Diedra Freedman: Larry, before you jumped on, we were talking about the need...

Lawrence Allen: Mm-hmm

Diedra Freedman: for actually polling each individual member for their vote on the record. I attended the DD planning council meeting on Friday.

Lawrence Allen: Okay.

Diedra Freedman: They don't do that. And Crystal said that she attended.

Lawrence Allen: Mm-hmm

Diedra Freedman: Two different IOCs, they're not DDD IOCs and they don't do that. Do we still need to continue doing that as per the attorney general who I know stomps all over you?

Lawrence Allen: I don't think it's necessary, to be honest with you.

Diedra Freedman: Okay.



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Lawrence Allen: Each committee has its own flavor and how they do things and that's perfectly fine. And that's great. But I don't think it's necessary. I mean, I think, you see, just get a vote and everybody votes aye or yes and any opposing Committee members are opposed and...

Diedra Freedman: Okay.

Lawrence Allen: then nobody answers, then it passes. I don't think it's necessary.

Diedra Freedman: Okay.

Diedra Freedman: We'll do that from now on. We just want to follow the rules. We really do not need the Geeks from the Attorney General's office bothering you.

Lawrence Allen: Yeah, sure. I would appreciate that.

Diedra Freedman: We do enough.

Crystal Fox: What are they gonna do?

Lawrence Allen: Yeah.

Crystal Fox: What are they gonna do, fire us all if we don't do it, right?

Diedra Freedman: That's true. We kick-up enough storms, bothering DDD,...

Lawrence Allen: but that's my only update for the committee.

Diedra Freedman: So. All right. Okay. Where do we want to go next, Michelle, DDD staff updates?

Diedra Freedman: or Health Plan updates? Let's go to Health Plan updates.

Updates from Integrated Health Plans & AHCCCS

Brad Doyle: Sounds good.

Diedra Freedman: Do you have anything for us Dawn?

Dawn McReynolds UHC OIFA: I just have one thing. We have, now that we're past the holidays and everything that has been going on. We are going to engage the rest of the DD IOCs here probably around March for that peer support presentation that we did on your IOC. So I was wondering, De, if you have members and once we start coordinating with Michelle again, of your IOC that might be interested in taking it or haven't seen it if we coordinate with you. If you'd let them know that'll be coming up and just in case they missed it. I think it's a valuable presentation.



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Diedra Freedman: I do have a question for you, Dawn. I don't want to put you on the spot but...

Dawn McReynolds UHC OIFA: As I chuckle, I'm sorry. Go ahead.

Diedra Freedman: as you know there's been a lot of talk in the community about durable medical equipment...

Dawn McReynolds UHC OIFA: Yes.

Diedra Freedman: and issues. Does United have a response to what's going on, especially with preferred Healthcare?

Dawn McReynolds UHC OIFA: Okay, so De, obviously I'm gonna take that back, but would I be able to send an email through Michelle of any response from United?

Diedra Freedman: Yeah, yeah.

Dawn McReynolds UHC OIFA: Okay, okay.

Diedra Freedman: I looked on the website and didn't see anything official. I'm not looking for Dawn McReynolds take on it.

Dawn McReynolds UHC OIFA: Sure.

Diedra Freedman: I don't want to put you on the spot. I just want to know if United has issued anything for the public to let them know that they've taken any corrective actions formally or informally, against their DME providers who aren't doing what they're supposed to be doing.

Dawn McReynolds UHC OIFA: Yeah, I know Lori's been involved in some stuff, my direct supervisor. So I'll ask her.

Diedra Freedman: Just keep us updated when it comes out and we'll spread the word for you, but in the meantime I can tell you that I personally, not as the IOC chair, but as De Freedman, I'm sharing that AHCCCS online quality of care complaint URL and letting them know that they have a mechanism that they can use to make their concerns known. So.

Dawn McReynolds UHC OIFA: Yeah.

Dawn McReynolds UHC OIFA: As OIFA, we promote that, use your rights, use your voice. On that topic De, may I say something to one of your IOC members really quick? Thank you. Michelle, This is really just a comment.

Diedra Freedman: Sure.



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Dawn McReynolds UHC OIFA: Crystal, I first of all extend, my deepest sympathy for you and your family. As you know, I spoke to you at great length, and I wholeheartedly want you to know that if there's anything further I can do as OIFA within United or even just as an individual that cares about our community, please do not hesitate to reach out.

Crystal Fox: Thank you very much.

Dawn McReynolds UHC OIFA: Thanks De.

Diedra Freedman: You're welcome here anytime and we appreciate everything you do. I don't think people know how many times you get emails from Honoris group or from me regarding individuals. And I don't know, just our role model, Janet Holtz, I don't hear back. So obviously you automatically take care of their concerns. I appreciate it. So. Hey Summer, do you have a Mercy Care update for us?

+1 602-*-**41:** Yes, so Janet did provide me some information to provide to you De. I will email it to you and Michelle with the IOC can be provided with it. It's around our information on our grievance department. But one other update is that I am no longer going to be in my role as of February 19th. I was promoted within Mercy Care so I will still be around to provide support to the Mercy Care team and to the BH coordinator when we hire one, but I definitely wanted you to all know that from my end.

Diedra Freedman: Congratulations.

+1 602-*-**41:** Thank you, De. I appreciate it.

Diedra Freedman: Is it a promotion you can share with us or no?

+1 602-*-**41:** I will be the senior project management for medical management at Mercy Care.

Diedra Freedman: Because I won't lose your email address, Summer.

+1 602-*-**41:** And no I know. But I'm happy to still provide support and continue to support even the next BH coordinator that comes into my role and you'll probably still see me at events in the community.

Diedra Freedman: And do you know. You said that there's an update on the grievance procedure. Do you know if there's any Public Announcement regarding any formal or informal corrective actions with DME providers? at Mercy Care just if you know.

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+1 602-*-**41:** And I don't know. The only information Janet provided me with, the contact information for grievance could be provided to the IOC,...

Diedra Freedman: Okay.

+1 602-*-**41:** but I can take that back as well.



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Diedra Freedman: Yeah. Yeah.

+1 602-*-**41:** And then mimicking what Dawn mentioned earlier, Crystal, our condolences. Mercy Care is also here if you need any support. I did send it internally to see if there was anything else that we could do or look into, but again my condolences. We're all here to support each other and support our families and that's them for sure.

Crystal Fox: Yeah. I do have questions with Mercy Care. So I gotta figure out. I don't know if I should reach out to you or reach out to you or to somebody else but.

+1 602-*-**41:** Yeah, you can reach out to me and then if I'm not the right person I can definitely have someone who is, reach out.

Crystal Fox: Okay. All right. Thanks.

+1 602-*-**41:** Absolutely.

Diedra Freedman: Okay, so we still don't have Jaymie to get our quorum.

Diedra Freedman: And the other reason that I'm not asking Richard to do, Richard and Mickey to do their presentation, is because since Jaymie's our newest member, I'd like her to participate in that.

Discussion, DDD Family Supports Annual Report & AHCCCS Annual Report

Diedra Freedman: I'm gonna skip around to the discussion on DD family supports annual report and the AHCCCS annual report. I sent that to all the members. I don't know if we want a discussion. The information is basically self-explanatory. Brad and Crystal, is there anything on there that you want to discuss?

Crystal Fox: The first one I couldn't open. The second one, I realized I didn't leave myself enough time because it was 147 pages. So I was like, no, I don't have time to read this because I pulled it up at 5, but the first one I could not open.

Diedra Freedman: I sent you the URL, right?

Crystal Fox: Did I not do it right? It said that it wasn't there. I can try it again. Let me see.

Brad Doyle: I think she's saying the 2022 because I had the same thing. I hit the link and it didn't come up but it's in there somewhere. I do have a question that maybe our wonderful Leah might be able to answer for us.

Diedra Freedman: Go for it Brad.



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Brad Doyle: When I'm reading through it, the language is pretty clear that everything's been sent to CMS for parents to be able to continue with children under age of 18 to be able to still bill for services. It says they got an extension. I forget the dates on it now. I just was reading it or if the approvals come through from CMS. Has the approval come through formally from CMS? It has not yet.

Leah Gibbs: It has not. Correct. Yeah, yeah.

Diedra Freedman: Can you? And Fredreka's here, too. So Fredreka can jump in.

Diedra Freedman: Just to put it on the record. As far as we know, DDD and AHCCCS are supportive of making it a permanent program, but you cannot do anything without CMS approval.

Leah Gibbs: The issue is, if you don't mind, a little tiny bit of History, was at the beginning of the public health emergency, AHCCCS was able to make a request for a temporary ability to allow parents to be paid caregivers for their minor children as part of an amendment K waiver for the state during the public health emergency.

Diedra Freedman: Yeah.

Leah Gibbs: As the public health emergency was winding down and through work that AHCCCS has done in communicating out with families. They have found that their continues to be concerns about having sufficient Network to meet needs as well as quality for families and families comfort of having third parties come into their home and potentially bring illness into those home environments, that the decision was made that they would like to amend our current waiver, which it's called an 1115 demonstration waiver with the centers for Medicare and Medicaid services that would allow this to become a permanent option.

Leah Gibbs: So what AHCCCS did, was they've done some public forums get feedback from families in the community and they've used that feedback and they have submitted to the centers for Medicare and Medicaid services a plan for how we would like to see this become part of the waiver in the state of Arizona. So it's not just the DDD program. It's the elderly and physically disabled program as well, because it's for long-term care eligible people.

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Leah Gibbs: In that proposal, there were several components to that, and until those negotiations are finalized and there's a final product. We're not real. AHCCCS has posted what they put in their proposal but we're not saying this is how it's going to be because no one knows until it's finalized. So initially they had extended, leaving the program the way it is through a date in November of 2023. And then with the submission, they have added temporarily here, said that they have extended that proposal through a marked date of 2024 or if it's approved sooner. And at this point we have not heard that they're ready to wind down that negotiation process with CMS.



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Leah Gibbs: But the plan is it would potentially become a permanent Service delivery option. In the proposal, there will be what we're calling guardrail safeguards around it, but I'm not ready to really say this is how it's going to be until it's all done. Does that help Brad? Sure.

Brad Doyle: Yeah, but I do have a question or is what happens if CMS hasn't ruled by March? Will there be a possible?

Leah Gibbs: I certainly know that our AHCCCS Administration is in communication with CMS and just like they did previously they were able to get an extension and it's very possible. That's what they would do, but I can't guarantee that because I'm not involved in that.

Brad Doyle: Perfect.

Diedra Freedman: So it's not looking a hundred percent positive for the home team, Leah, because I don't know if you're aware. But Indiana's similar program just got shot down today according to the news.

Leah Gibbs: That's interesting. I don't know what their proposal looked like. Yeah. Yeah,...

Diedra Freedman: Yeah, I don't either. so.

Leah Gibbs: But it's a bridge that we will all cross together, one way or another, when we know.

Diedra Freedman: But one of the issues is that parents think that it's done deal. And it's not a done deal.

Leah Gibbs: Until it's done. I think that we've tried to be very clear as we can through our communication and through our quick reference guide that this is a temporary thing that we're waiting to see, but I think that. I can understand why families would want to embrace feeling like it's a done deal.

Diedra Freedman: Yeah, but we need to be planning that if CMS doesn't decide, doesn't agree with AHCCCS and DDD, these services have to be.

Leah Gibbs: No doubt No Doubt.

Brad Doyle: I wonder if this could end up in a political football down at the legislature because regardless one-third of it would have to be paid for through the legislature have to be appropriated through the legislature. The other two thirds would be coming from CMS and from the federal government. You know what, there's more to this than meets the eye.

Leah Gibbs: But Brad, we've already been implementing this for almost what three years now and so budgetarily it's something that we've kind of got in our budget, in our negotiation, and our capitation with AHCCCS. That part, I'm not sure is gonna be because this is really about our waiver. Mm-



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Diedra Freedman: Hey in Fredreaka? Do either of you know. Because obviously we all understand AHCCCS is worried about fraud. Do we know with this program if there are any allegations of increased fraudulent billing among providers who are parents providing these services? Is there any data out there that shows that there's an issue?

Leah Gibbs: Go ahead, Fredreaka.

Fredreaka Graham: I don't know if there's any data surrounding that per se. The only information that I see is the information that is posted publicly on the website in regards to those facilities that have been found to be doing fraudulent billing. But I get the same updates that's available to the public. So that's

Diedra Freedman: Right. None of those, just to be clear, that the AHCCCS Behavioral Health Providers who either were terminated from being AHCCCS registered providers or were suspended, It's my understanding that fraud among parents as paid providers for individuals under age 18, had absolutely nothing to do with those issues. I didn't see that in any media reports.

00:30:00

Fredreaka Graham: I would agree with that statement. I have not seen any of that either.

Diedra Freedman: So I'm just wondering if we're collecting data. Because, I know because compliance billing is one of the things that I do professionally. It's really easy through the billing data, to get the data as to whether or not there's any suspicion of fraud going on and I'm just wondering if anybody's looking into that because you can definitely separate out the database for individuals who are under 18 who have parents as paid providers. So. Just wondering if we're tracking and trending it.

Diedra Freedman: As far as I understand, that's CMS' number one concern. and I haven't seen anybody, heard of anybody tracking and trending that data and I haven't heard of anybody making those allegations here in Arizona. I think it's more a fear than a reality, a proven reality at this point, Leah.

Leah Gibbs: Thank you De. Part of the implementation of the electronic visit verification process helps identify.

Leah Gibbs: It's not just parents of minor children and it's not just parents as paid providers. It's any provider of service but it is a new layer of Safeguard. I'm certainly not going to tell you any one thing is perfect because I think we all know...

Diedra Freedman: right

Leah Gibbs: but I can tell you it has been a new layer of Safeguard and there and I'm not aware of necessarily an increase of fraud that I think that it has helped identify things that need to be looked into.

Leah Gibbs: So it's really as hard as it's been to implement, it's giving us information.

Diedra Freedman: Hey Brad.



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Brad Doyle: What I've been hearing from some of the families, a great many of the providers and a couple of agencies is that there are such an emphasis on punching in and out at the appropriate time so you can hit that 100% percentage, that if you're busy with a client doing three or four things and you're doing let's say a habilitative service that then has to transition into an attendant care service, but then the client is able to now go back and start HAB again. So you punching in and out numerous times. And the emphasis is not on billing the correct hours, now. There's many parents that are so paranoid about being sure that they always punch in and out and hit and sometimes to say if you've been providing HAB care and you forget to punch out to punch back in for a half an hour of attendant care. The families are just families and providers. Are they rather get that hundred percent then make adjustments to the punch in and out for the appropriate service. And I said this to Leah before, there is still, not all agencies, but they're still, instead of using it as a tool for what Leah just described which would be to be able to track things, to find out whether there's gaps in services, whatever it might be. There still is some agencies, and at least my perception, the providers of the use of it as a hammer. Whether they're going to get disciplinary action, if they don't get it a hundred percent, they're gonna get in trouble. So I'll just go ahead and punch out for an extra hour under HAB instead of adjusting my time like they would have done under the old paper time sheets. I think it's a tool that can be utilized but it also can be used as a hammer.

Crystal Fox: Yeah, I know my experience with trying to use it, is most of the time I have to delete the time that I actually use it. So DDD's definitely making money on me. I could never remember to clock in and out. So I might clock in but then I don't remember to clock out. So then I just delete the whole thing and say forget it. So.

Brad Doyle: That's funny that you bring that up. I was flying with someone on a plane to Orlando with Curtis.

Crystal Fox: Yes.

Brad Doyle: And she said I would just rather work for free than have a shift come up.

00:35:00

Crystal Fox: Yeah.

Brad Doyle: I had to admit. So that that's real, Leah. That is a real thing that everybody's so scared in not being at a hundred percent.

Diedra Freedman: I think I've shared with Brad and Crystal my experience when we started doing it. It was before it was mandatory. But I had to do it for five people, including my husband and myself because the other four told me that if they had to deal with EVV they were going to quit. so. Obviously they were present when I did it, but I physically did it. so.

Brad Doyle: Also, Leah, PPL...



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Brad Doyle: For the first two weeks of the year, the app didn't work at all. Public Partnerships, the app that we use for independent providers. It would, every punch in and punch out was followed up with the message that said, "you're violating one or more rules". And that lasted all the way up through the day before the second, would have been all the way up through, I think it would have been, the first two weeks of the pay period. It did resolve and it allowed you to resubmit the shifts, which was better because before you had to delete everything and then start all over again. This time at least allowed the shifts to go through. And they said, I talked to PPL and they said it was a DDD issue but PPL always blames DDD and DDD always blames PPL.

Leah Gibbs: Yeah. The providers did get paid, right Brad?

Crystal Fox: Yeah, and then the other.

Brad Doyle: Yes, and I was a little bit worried. But because it is the same thing with De, my provider's like here, you fix it. And I'm like, okay, let's see. So every day I kept going in to see if it had accepted. Finally, the day that it would have been shift, the two week period ended, and on that Monday, it finally started the shifts that were in there accepting them. Because normally you had to go back in and delete all the existing shifts and then manually enter them. But that's something that's there and then the other thing is PPL has not raised the provider rates for quite some time. Not that I care, not that, but my other providers that their pay rate is still probably a couple of dollars an hour behind what other agencies are paying.

Brad Doyle: But that's kind of design by the program. The program was originally designed, when they rolled it out as a pilot program, as a cost saving measure. You eliminated everybody as the middleman of the agency. Therefore you paid the provider a higher rate. Right now with, I don't know. I think the Benchmark rate is twenty, twenty six. I think that they need to revisit that because I know PPL's not eating it up like a middleman like the agencies do, but there needs. I don't know if they're revisiting that at all, as far as making adjustments to, because I know the Benchmark rates are going up significantly, but PPL's rates are there and there's a great many of people that have grandfathered in. My provider, they don't want to go off of it, the PPL, the Public Partnerships, the fiscal intermediary program. So I don't know if they're revisiting that while they're looking at all these provider rates in the raises.

Leah Gibbs: I don't know either, Brad, but I can try and reach out to our business operations team to ask the question.

Brad Doyle: Find out when the last time they put, I think it's been a couple of years, and with inflation and everything, the providers that are still doing it. There's some providers that are paying, I think, nineteen dollars an hour for HAB and things along those lines and that doesn't fall in place with what the providers that are providing care right now, they're only getting 15, which is significantly less. And all Public Partnerships just get the physical intermediary fee. So that just kind of came into my head as something that is like, my provider doesn't complain about it ever, but she should because I think 15.71 when a lot of the agencies are paying almost 18.



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Crystal Fox: The other thing that ends up being complicated for me is, I'm a midnight shift nurse. So the providers have to clock in and out at midnight, which again is not easy to do. So, they have to clock in, clock out, clock out at 12:01, clock back in and they're always updating the system at midnight. and I don't know why it's like that, because again, I work the night shift on and off at all different agencies. I clock in at my hospital, and I don't have to clock out at midnight. So I don't know why the system is set up that we have to clock in and out at midnight because it really doesn't need to be that way. I don't know of any other place that you have to clock out at 11:59 and clock back in at 12:01.

Leah Gibbs: Crystal, do you also use independent providers or do you use? Okay.

Crystal Fox: No. We have an agency. So

00:40:00

Diedra Freedman: So Jaymie joined us. Jaymie, you missed our introduction. Do you just want to introduce yourself? And then we have a quorum.

Jaymie Moore: Hi everybody. Can you hear me? Okay.

Diedra Freedman: Yes.

Jaymie Moore: I don't know what introductions consist of. Is it just like why? Okay.

Crystal Fox: your whole life story

Diedra Freedman: What you do is. We have a whole category of expertise that we're supposed to have on our committee. So we just ask you to say who you are and what your expertise is.

Jaymie Moore: Hi, my name is Jaymie Moore and my expertise, well, I kinda have two. My first expertise is, I teach reading from all the way to University level and my other expertise is, I'm associate director for a group home.

Diedra Freedman: On the list. You're our education expert.

Jaymie Moore: Yes, ma'am.

Diedra Freedman: But You bring great expertise to us from the provider end. There has been, in the past, push back about having providers join the IOCs. I don't have a problem with it.

Jaymie Moore: Uh-huh.

Diedra Freedman: I like to see a 360 view of what's going on. So I think that you bring great value. but in a committee of 15 people, Obviously, we don't want 14 providers.

Jaymie Moore: Right. That'd be weird.



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Diedra Freedman: Yeah, so, we did some updates, before you came and we were just. We were just discussing. What were we discussing? Leah, it was

Leah Gibbs: We started out talking about parents as paid caregivers and whether or not there was any updates on the proposal from AHCCCS and then we kind of went into rates and...

Diedra Freedman: Segway

Leah Gibbs: Public Partnerships and challenges that folks have been experiencing and...

Leah Gibbs: Then you asked about fraud and if we've seen an increase from our parents.

Diedra Freedman: Yeah, do you have any other updates for us from DDD or do you want to wait...

Leah Gibbs: I do. I'll do whatever you want me to do them.

Diedra Freedman: Do you want to wait? Why don't we wait and have you do it at the end. And we'll mash the quarterly Statewide IOC chair meeting update, Leah, into your update if you don't mind. Because you can help.

Leah Gibbs: That would be great. I just don't have all of my notes from the chairs meeting, but I can.

Discussion on IOC Group Home Visits as Guests

Diedra Freedman: Between you and I, we'll remember it. So a couple of our members asked about visiting a group home. Jaymie's employer has extended us an invitation to visit the group home.

Diedra Freedman: There are three of us, Brad and Crystal, is this something that you're interested in scheduling right now? Or do you prefer until the other members join us? Crystal, you

Crystal Fox: I would go whenever. so.

Diedra Freedman: Brad

Brad Doyle: As long as. It's probably the dynamics of scheduling all four of us. I'd be down for trying to schedule but I think we might end up with three of us being two of us being able to go and then we'll have to kind of go from there, but I'd be down for it. The last time I'd seen a group home was back in 2008 when my second cousin was with CEPES.

Diedra Freedman: Yeah, so Jaymie has. Jaymie, please jump in here for me. Jaymie's employer has asked that we visit when there are no members present, but there will be staff present. So obviously that's gonna mean it's during the day. That's going to be tough. Crystal works nights. So that's not difficult for her. But that's going to be tough for you Brad.



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Brad Doyle: Depends on the time of day. If I start. I'm done serving lunch by one so if we could do something 1:30 - 2. What part of town are we talking about Jamie?

Jaymie Moore: As the group home is in Avondale. It's approximately on Avondale Boulevard, which is equivalent to 115th Avenue and lower Buckeye.

Brad Doyle: I could probably do a 2 pm if that's conceivable for anybody else.

00:45:00

Crystal Fox: Yeah, I could do a Tuesday, either on a Wednesday or Friday.

Jaymie Moore: What I'm thinking is, can we start a group email? Because I had a different time in mind and we can work around what you have available. But first the members, have, there's two males and there's one female. The two males go to a DTA and they can be home around 2:45. The female does not go to a DTA but she does go and volunteer and she keeps very busy. So I need to work around that. A two o'clock arrival is not a problem, but I want to see what she has going on and she also goes to the doctor quite frequently. So I want to make sure there's no doctor's appointments. And right now I'm driving.

Jaymie Moore: So. I could actually probably do it, but it'd be a little scary. So if you started an email and...

Diedra Freedman: Yeah.

Crystal Fox: Yeah, no.

Jaymie Moore: then I can send you. Diedra, are you able to start that or somebody else able to?

Diedra Freedman: Yeah, no, I can start that. Michelle, what's that going to do with us with the open meeting law?

Michelle Rademacher: So if you're organizing getting together at the group home, and you're not providing your input, your comments, your feelings about the group home, discussing the group home, it doesn't violate Open meeting law. It's when you start to discuss official business that it violates open meeting law.

Diedra Freedman: Okay. No, we have absolutely no investigative Authority. And we all understand that. We're going as invited guests of the group home operator. Just because we're all experiential learners and so we want to see what it actually is, like Brad said 2008 was the last time he visited one. So I'll get a group email going. We'll cc you and Larry so that we don't violate anything for open meeting laws and we'll go ahead and schedule that for our own education. It works?

Brad Doyle: Hey, Larry. *While the four of us are at the group home, we are basically, we'll have a quorum because four of us are there. So the best advice would be to tour the group home, be there at the group home, have no discussion about it, and wait for us to actually hold an open meeting if we are going to have any discussion about anything that's occurring at the group home or probably anything else while we're there if it's just not how's the weather out there? Am I correct on that, Larry?*



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Lawrence Allen: Correct and just to be safe and so to keep everybody outta trouble, if you have a quorum and you're going to be off site or doing something other than this and you establish a quorum. We have to post a notice that you're going to be at that particular location and a quorum may be present. No official business will be conducted. And I can make that happen or Michelle and I can do what works.

Crystal Fox: Is that what the other groups do it with just two?

Lawrence Allen: Yes.

Diedra Freedman: Hey, Jaymie. Is it possible to do two tours?

Jaymie Moore: Yeah, that's no problem at all. As long as you're willing to work around their schedule and my schedule it's not a problem because I would be the one meeting you there.

Diedra Freedman: Yeah, why don't we do two tours? That way we'll never have a quorum and we don't have to post anything.

Jaymie Moore: Yeah, I'm completely fine with that.

Crystal Fox: Yeah.

Diedra Freedman: The reason that I'm asking is because if we have to post a notice. Then we have to post the address of the group home and I really don't want to be putting that all over the internet.

Jaymie Moore: Yeah, I don't think the owner would okay that either.

Crystal Fox: Yes, some of us can actually come earlier, probably more at the time that you guys would want us to. So the two groups, one might be able to come at a different time making it a little easier on the group home.

Diedra Freedman: and then really

Jaymie Moore: Yeah, Diedra, you don't mind coordinating both of them. I'm okay with that.

Diedra Freedman: And you have to remember, because you remember right. If the four of us showed up, we got a quorum.

Diedra Freedman: Since there's really only five of us that are going to attend. Cynthia is the other person. If we did it in two groups, we would never have a quorum. So we'll be fine because Pat's not going to come. And Shelley is going to leave us. As soon as I tell her that it's okay for her because it doesn't affect us. It's four members that we need not seven. So.



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Diedra Freedman: We'll be down six. Until Richard and Mickey start recruiting more for us. So, I'll go ahead and do that email, Jaymie and we'll be okay. Thank you. All right.

Discussion on a Recruitment Plan for DDD District West Independent Oversight Committee Members

Diedra Freedman: Next is the recruitment plan. And I'm gonna let Richard and Mickey take it away.

Richard Kautz: Okay, like I said Jaymie, my name is Richard Kautz I'm a volunteer coordinator with DDD. And I just want to thank you all for having me and Mickey here to kind of let you know what we are working on to try to build up the IOCs as far as recruitment. And Crystal, I believe I met you before I retired. I think I met you at some of the IOC meetings prior to me leaving the Division. So I just wanted to extend my deepest sympathy. For you and your family for your loss.

Crystal Fox: Thank you.

Richard Kautz: And so I'd like to kind of start by saying that we are working really hard right now. Mickey and I have done quite a bit about outreach. We have a lot more to do. We've met with District program managers throughout the state. We met with the district program managers here in the valley, the area program managers up North, we've sent emails letting everybody know that we are looking really hard to try to improve our membership or the Independent Oversight Committees, as well as the PRCs. And so we are internally trying to get the word out, the support coordinators meet families every day. They have a lot of communication with the people they serve, and those know people. So we're just trying to get the word out. Mickey and I have also been kind of collaborating and we've got some things that we're planning to do to increase our memberships.

Richard Kautz: We've done a couple tabled events where we go, Mickey and I, and try to talk to the community members, give them our postcards, let them know what volunteering entails for the IOCs. So right now, for the month of December, we were so busy with our holiday gifts from the heart program. Which you went really well and thank you Brad, and those that were able to help out with.

Diedra Freedman: Hey, off the top of your head? Can you tell us how many members that you were able to help with the program?

Richard Kautz: I think Mickey, you might have that information. I know. I want to say, and Mickey, correct me if I'm wrong. But I want to say like a hundred. I want to say a hundred and ten families were helped.

Michaela Barnhart: Yeah, yes. I got the number. So we had 60 sponsors and of those 60 sponsors. We were able to help out 245 DDD members, which then because those are mostly families. So there were 1010 individuals who received holiday gifts this year because of the program.

Richard Kautz: I was way off. Thanks, Mickey. a hundred whatever...

Michaela Barnhart: I got you.



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Richard Kautz: How many times. So a lot of people were affected. Yes.

Diedra Freedman: Then Richard, before we move on from that program, can you just share with me? Because of course, I can't leave anything be. Can you share with me how you and Mickey looked at the program? I want it on the record that the two of you got thrown this in the middle and you did not design. You just picked up the pieces at the end on this program. But you're already working on some system changes for this program for Christmas or 2024 and...

Richard Kautz: Yes.

Michaela Barnhart: Yes.

Diedra Freedman: And you're going to let the IOC members know, before a few days before...

Richard Kautz: Way in advance.

Diedra Freedman: what we can do to help and how we can help you get the word out.

Richard Kautz: Absolutely.

Michaela Barnhart: Absolutely. Yeah on the record. I started on November 27th.

Diedra Freedman: Yeah, Richard didn't start much sooner than that, so.

Richard Kautz: Right, right. Yeah, yeah, but

Diedra Freedman: And just on the record. I know the only reason that we got that email was because of Richard and Mickey. Otherwise, we wouldn't have even been notified about the program. So let's be honest folks, given what you were handed you did an amazing job.

Richard Kautz: You know what?

Brad Doyle: And I'd like to say to both of you. That program, 20 years ago, I was basically circling the drain. I had almost nothing and my support coordinator, Stephanie Jacobs, who was Schwartz back then, who's now royalty down at DDD, she hate it if I said that to her.

Brad Doyle: I was so proud. I didn't want it. I said no, no, nope, and she forced it on me and It made **Cricket**. It. The person that volunteered, because Curtis is such a tough kid to buy for at that time. He's the pickiest eater, everything else. You may not get the accolades from a lot of the families that you gave to. I'm sure you got thank yous and everything else. But it was. I'm starting to tear up here. What you guys just did may have completely made everyone's Christmas. And I was a recipient of it. I can speak on that behalf. So you guys, God bless you for that. I really mean it from the bottom of my heart, some of the families so they're so busy. They don't have time to really show the appreciation. Especially you guys that coordinate it. So, really mean it from the bottom of my heart.

Michaela Barnhart: Thank you. I appreciate that.



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Richard Kautz: Thank you Brad. That really means a lot to both Mickey and I. We did get a lot of thank you from our support coordinators because they're the ones that did a lot of the picking up. So, we know they're doing their job and we're just glad that we could really make an impact in our community. And we'll do it again next year, but.

Michaela Barnhart: But much earlier and it's gonna be great. Super excited for next year.

Richard Kautz: Yeah. Yeah. Yeah.

Michaela Barnhart: Christmas in July watch out

Richard Kautz: Mickey, you want to talk a little bit about the other thing that you're doing for recruitment.

Michaela Barnhart: Yeah, absolutely. And so I got in contact with somebody at ASU and am working through their process to be able to post some of our volunteer opportunities in some of the different schools there. So I was talking with the School of Psychology. And We're talking about their lack of volunteer opportunities for the students to be able to sign up for. So we're going to be able to post some stuff on there. And then I'm working on creating a slide deck for recruitment purposes. So very much an introductory level of what is DDD. What is the IOC. What is the PRC. What's article 9, at a very basic level to help get volunteers acclimated to what they're about to jump into and to kind of garner interest that way.

Michaela Barnhart: And then I kind of created another little list based off of a conversation yesterday that we had. Just ...

Diedra Freedman: Hey Mickey, before I forget and...

Michaela Barnhart: go ahead.

Diedra Freedman: before we go further talking about colleges. Because we're here in the West.

Michaela Barnhart: Yeah.

Diedra Freedman: We're here in District West. Jill Nico, Whose son is a DDD member, is the director of student services at Estrella Mountain Community College. So you may want to have a conversation with her? She said she was too busy to sit on our IOC.

01:00:00

Michaela Barnhart: Yeah.

Diedra Freedman: But she might be able to help you recruit among her faculty and her students and staff for IOC and I would think at least the ASU.

Michaela Barnhart: Absolutely. Yeah.

Diedra Freedman: PRC participation would be a big thing with all those education Majors over there.



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Michaela Barnhart: Yeah. Absolutely. Thank you. Good. Jill Nico is the director of students, Estrella. Got it. And kind of, going off of that.

Diedra Freedman: Richard. Do you know her?

Richard Kautz: No, I don't.

Diedra Freedman: Okay Bern Henderson, who was our committee and...

Richard Kautz: Yes. Uh-huh.

Diedra Freedman: resigned. Last year. A couple months ago. They're personal friends. So if you want me to, I will ask Bern for her work email. I'll cc you and Mickey on there.

Michaela Barnhart: That would be great.

Richard Kautz: That would be great.

Michaela Barnhart: And then kind of going off of that, for all these different areas that you might know as committee members, where you might see, you might have contacts in different groups or a different schools or different community centers where Richard and I could talk to anybody, do a presentation, do some tabling, any sort of Outreach, very, very happy to do that.

Richard Kautz: Yeah, and we are doing Outreach up north, over at NAU. Barb is going to be doing the Outreach up there for us. And so she's also taking our volunteer postcards and sharing that with the tribal liaison up North. Because one of the good things, being that we're conducting these meetings virtual, is that you can be anywhere in the state and work for whatever committee you choose to work at. So, as we tailor volunteers that want to volunteer close to where they live or in their community. You know what? We have the option of getting people from different parts of the state to maybe be a part of the IOC West committee or IOC Central. So, I think that's a plus for the way we. For the way you guys conduct your meetings.

Richard Kautz: So that's pretty much what we're doing right at the moment.

Diedra Freedman: So do we have a. I had it. Just so that everybody knows, I attended yesterday's District Central meeting and in Richard and Mickey gave a similar presentation on and we talked about, Mickey promised and again I understand.

Diedra Freedman: You have a full plate. So, I certainly did not expect you to turn this over within 24 hours and have it available to us, but she promised to develop social media recruiting materials that we can share. So those will be coming. Does anybody, especially Jaymie, this is why I waited to have this discussion so that you were among us because you were the last one recruited. Does anybody have any suggestions about what would make us more attractive for members, who not only are gonna volunteer, but who are going to stay the course with us. Any ideas? Brad, Crystal, Jamie?

Jaymie Moore: I just want to clarify, are you asking about people volunteering for the IOC?



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Diedra Freedman: and the PRC

Jaymie Moore: I can tell you how I became interested. I had seen it in a vendor blast.

Michaela Barnhart: Yeah.

Jaymie Moore: So that was helpful. I don't know if they're willing to continue to put it on. I'm pretty sure it was a vendor blast that I had seen it, a few times and I became interested that way from the detailed information as to what the meetings focus on and how you help.

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Richard Kautz: That's good to know. We can certainly do those vendor blasts.

Michaela Barnhart: Yeah.

Jaymie Moore: Yeah, the vendor blasts, from the vendors that I know, and for us also we are very focused on those because they give us crucial information. So if the vendor is in touch with what's going on with DDD, they are for sure reading those vendor blasts when they come out.

Michaela Barnhart: Can I ask what drew you to IOC, from that vendor blast. What caught your eye?

Jaymie Moore: I just wanted to help. I get paid to help the members and I wanted to help them and give. I give in my tutoring. I give 10% free to students that can't afford it. And I thought this was a good way to help in a larger sense and not get paid for it.

Michaela Barnhart: Cool. Thank you.

Richard Kautz: That's amazing. And thank you.

Richard Kautz: So, me and Mickey will be popping in frequently. And De, thank you for the invitation.

Michaela Barnhart: Yeah, I think Brad were you saying something?

Richard Kautz: We're here to try to get you all the people that you need.

Michaela Barnhart: Yeah.

Richard Kautz: So anything you can share with us or help us to work more efficient or if you have an idea. I did write down some notes from yesterday's meeting. So I am working right now to try to get some videos, little short videos that people in DDD, like from Behavioral Health, from the medical folks up in health care services, article 9 people. So I'm trying to get whatever we have in video format to help, come up with some type of, even little snippets for onboarding for new recruits, to give them an idea, even for ongoing training. So I'm working on that right now. So thank you for that.

Diedra Freedman: Hey Brad, did you have anything you wanted to add? What attracted you to join the IOC?



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Michaela Barnhart: Yeah.

Brad Doyle: Basically I was Shanghaied by De. De kind of forced me into the corner of a room. She's quite the recruiter. So if you can somehow get De. That's how I ended up on it.

Brad Doyle: Sorry De.

Brad Doyle: I think what you guys are doing is good. I kind of have been on here for so long. I've seen some people come and go from the school districts, some parent groups. I really miss Bernadine, but I totally get it. I think you guys continue to do with the Blast. I think what and I give De a hard time. Really what she does is she networks out. And eventually it may hit the right person at the right time that gives the comment that I just heard...

Brad Doyle: which is, "I was looking to do something to help more and then I saw this, decided I'd volunteer, have no idea what it's gonna entail." So Jaymie, you're doing really good. It's just a matter of getting on here and what you're doing, you're already a member and you already know what's going on. So it's not like it's just a matter of learning how the open meeting laws work. And that's what Larry's here for and Michelle to make sure that we stay on topic. But yeah, keep up the good work guys. It's difficult to find volunteers. And some of this stuff it's hard for me to get in and read the incident reports, it's very difficult, and trying to attend the PRC meetings and my goodness. I mean I look at a Thundercloud, *what she's done. And Bernadine, going to all those meetings. I can't all fit that into my day. I have nothing but respect for everybody and all the hard work that they do.*

Diedra Freedman: Do you have anything to add, Crystal, besides the fact that I Shanghaied you?

Richard Kautz: Okay.

Crystal Fox: Yeah, you did but I was looking for something as well. I mean, I think that's what happens is, I was transitioning at work, I had some extra time and I was looking to volunteer. So De is lucky she hangs, she got me when she did because I would have ended up on a mental health IOC I'm sure, so or some other board or they've been trying to get me and I'm like, I'm already there. I'm already doing one. But yeah, I think when people are settled in their job and happy with what they're doing. I think they're usually ready to possibly pick up a volunteer, and

01:10:00

Crystal Fox: I'm not even sure that church and state but I'm not even sure, try to hit some of those areas of people who typically look for volunteer stuff. so

Diedra Freedman: Yeah, I already gave Richard Father John's information. Father John is Crystal's friend.

Crystal Fox: Yeah. Yeah.

Richard Kautz: Yes.



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Diedra Freedman: Hey Richard. Have you tapped into anything in Sun City?

Richard Kautz: Not yet, but I'm skipping a jump from Sun City.

Crystal Fox: Yeah, because you do get people that have retired. And again, they need to get out of themselves or looking to give back and a lot of them may have a family member that has a developmental disability. Or has been exposed to it in the past and so a teacher.

Crystal Fox: So yeah.

Michaela Barnhart: Yeah, definitely. Is there anything that...

Diedra Freedman: So yeah,...

Michaela Barnhart: And yeah.

Diedra Freedman: I have one request. And it's not that you attend our meeting every month. But my request is that you do attend the quarterly.Statewide meeting and give an update on, not just the recruiting, but also the volunteer. And I've already shared with Richard, Mickey, that I hate going to meet-and-greet, grip-and-grin, back padding events like the volunteer luncheon. But for Richard I will go. I went last year because Crystal asked me to go. I will go for Richard as long as there is no Viola player and no comic.

Michaela Barnhart: I guess but we're going to have to change some things around, I guess. You got it De. Yeah. No, I'm.

Diedra Freedman: Anyway, we can help you. And as I told Richard, when you're ready to hit the rotary clubs and Kiwanis and the chambers. I spent a decade as a rotarian, in my previous life. So. That's why I don't like rubber chicken dinners. I did more than my share during that decade, but anyway.

Richard Kautz: You got tired of the airline chicken?

Diedra Freedman: Yeah. Yeah, it's either chicken or prime rib, and it's always. That when you're trying to feed a hundred people. Just not the best but, Richard you're worth it. Richard, you and I have a history and you're worth it and...

Richard Kautz: And thank you all.

Diedra Freedman: Are we ready to move on, gang?

Crystal Fox: Yes.

Diedra Freedman: Okay.

Michaela Barnhart: Thank you guys.

Richard Kautz: All right. Thank you.



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Diedra Freedman: Yeah. Thank you guys for the update. We already did our annual report. Cynthia is not here for the discussion on the behavioral health system, but I will share with you guys that yesterday, at the District Central IOC meeting, Linda Mecham asked me to attend because Anne Klein who, and Fredreka can jump in here. She's under contract by AHCCCS regarding the START program and Behavioral Health crisis intervention for individuals with IDD. She's surveying the system and giving AHCCCS a system overview. So I would like her to come talk to us, if everybody would be amenable to that, and tell us what she's working on. And I also, during the Statewide meeting last Tuesday.

01:15:00

Diedra Freedman: John Meyers, who is the executive director of the Developmental Disabilities Planning Council, attends the quarterly Statewide meetings and gives us an update. And he told us that the individuals from what is now, I found this out on Friday, when I attended the DDPC meeting. They now refer to themselves as the Disability Rights Arizona, formerly known as the Arizona for Disability Law. Is under contract with DDD to do monitoring of 500 individuals who either have a dual IDD Behavioral Health diagnosis or high Behavioral Health needs and residing in group homes. And so they gave an update on the first year of their project.

Diedra Freedman: It's a three-year project. So far, they've had interviews with. Their target was 175 and I think they said they interviewed 142. But anyway, I've invited them to give the same presentation to us. Depending upon what fits in their schedule. So I don't understand why the IOCs, we heard about the project, but we haven't gotten an update on the project. And I don't know why we're not more involved. But now that I've made the connection, District West certainly will be. So those are the behavioral health system updates that I have. This is usually Cynthia McCluskey's thing. And she's not among us. So I don't know if Brad, Crystal and Jaymie, you want to discuss anything about the update without Cynthia here. There's a survey that's going out through the DDPC which I can get you that information on the survey, but is there anything else you want to discuss on this issue?

Crystal Fox: I did that START program already, that survey and stuff. I connected with them and connected them with other people as well. So I've been in communication with Anne Klein. So I don't know that much. I was the only other updates is, some of the DDD legislation is going through. Only because I'm there every Monday now, is going through the Senate so I know Wozniak, is putting some things through. And so again, there'll be some updates with Behavioral Health to see it. Most of it has to do with Guardianship. And again, I know they're trying to get those individuals with intellectual disabilities and DD or DD and SMI out of the state hospital. I know that that's an issue that they're trying to resolve. So I actually talked with the state hospital about some of those Behavior plans and as well as providing better services. And training the staff. So that's just. I ended up talking to the Quality Risk manager who I talked to about some of our DD clients. So that was just because I ended up on another meeting with them and had a disagreement. So

Diedra Freedman: And we don't. Just to have the record clear. And Leah, please jump in and correct me if I'm wrong. but we have no DDD District West members currently at ASH.

Leah Gibbs: That is my understanding as well De.



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Diedra Freedman: We also have zero ICFs in District West. We have group homes,...

Leah Gibbs: That is also correct.

Diedra Freedman: But we do have prisons in District West. And I don't know if we have DDD members in those prisons.

Leah Gibbs: We have our Justice Reach-in-Care Coordination team that collaborates with the health plans when we identify members who are incarcerated. I personally don't know off the very top of my head.

01:20:00

Leah Gibbs: Where the members that are in our program are incarcerated, but we collaborate through the public defenders and the legal teams for those members. They keep us informed about projected release dates for people and our team ensures that their benefits are back in place before they're on the street so that they're services are available and we collaborate with the health plans to make sure that that member has an appointment in less than seven days to connect with a physician whether it's their primary care or their psychiatrist depending on their immediate need to and try to coordinate so that they have certainly somewhere to go. Yeah.

Crystal Fox: Yeah.

Diedra Freedman: and obviously those members, while they're incarcerated, have zero article 9 protections. So we're not.

Leah Gibbs: That would be correct.

Diedra Freedman: We're not seeing that information. but We did have the Justice coordinator, About four years ago, come and give us a really slamming presentation. I mean she was amazing and then unfortunately, Leah you promoted her.

Leah Gibbs: What can I say De when you got good, you got to continue to grow it, right?

Diedra Freedman: so we haven't heard since the pandemic, but I know you

Leah Gibbs: We actually now have three Justice reach-in care coordinators.

Diedra Freedman: I know you're doing a lot of work because I've seen that you're changing the program a lot. And so if the committee members would like, we'll invite them to come back and do a presentation for us. I'd just like to give them a couple months to get their feet wet.

Leah Gibbs: With your agreement, I would love to have about four months because in the next week, I am posting a brand new position that is collaborating with our community engagement team and our Justice Reach-in Care Coordination team. And that position is specifically designed to do outreach and education to crisis and First Responders in best practices in working with people with IDD.



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Diedra Freedman: So I either think about, Leah, if you guys will be ready to go in May or why don't we make that the first thing on the August agenda because we break for June and July...

Leah Gibbs: That's probably a good idea to get a little bit of time to get that person hired, get some under their belt and...

Diedra Freedman: Is that a good idea?

Leah Gibbs: We still have to create the training. That we're going to utilize for outreach

Diedra Freedman: The other individual I. Michelle, I know it's off the topic, but it's interrelated and it's a scheduling issue. So please give me some leeway here. But our good friend Jeffrey Yamamoto has a new job and he coordinates with DCS. And I wanted to give him some time to get his sea legs because we all know, last January, there was a DDD member who.

Diedra Freedman: I don't know the word to use, "ran away, eloped" from a DCS group home and even though the DDD support coordinator was in communication with the group home, it took five months for the support coordinator to find out that the individual had eloped and the only reason that the support coordinator was notified five months later is because the individual's body was finally identified. So our buddy, Jeffrey, who left us in July for that coordinator position, has had a very heavy lift.

Diedra Freedman: And I would like DDD IOC West to hear from Jeffrey as to what he's been able to do since he took that position in July or August, but I didn't. Our point is not to put these people on a spot. Our point is to get educated on the programs. So Leah, do you think he's ready to give us an update in the next couple of months?

Leah Gibbs: I truly believe he would love that opportunity. He has done an amazing job in this new role and he's another OIFA person I promoted with good cause.

01:25:00

Diedra Freedman: Yes, I know. We're

Diedra Freedman: I mean I can't complain. So you got Morgan I can't complain. Although Morgan isn't ours. We're keeping Michelle. So that's the other information. I don't know if everybody's aware, but we now have 200 more DDD members in District West than any other District in the state. Or no, are we the second largest or the largest, Leah? I think we're the largest aren't we? We're the largest.

Leah Gibbs: I'm gonna say last I heard, I felt I thought that was accurate, but I kind of hate quoting that without double checking. Yeah.

Diedra Freedman: We're the largest. So we have more members than anybody else that we're serving. So that's a good thing. So we need to grow our committee so that we're safeguarding them. Does anybody else have anything regarding the crisis system that they want to talk about?



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DDD and AHCCCS Policy Notification Review and Discussion

Diedra Freedman: Any policies or notification or review than anybody has?

Diedra Freedman: Okay. That takes care of number 10. a number 11

DDD Staff updates

Diedra Freedman: Which leads us now into our updates? So Leah if you want to continue your staff update after I interrupted you.

Leah Gibbs: Not a problem at all. Thank you De. I just want to make sure that you've got some of the most current information about some of the initiatives that we keep sharing with you and what's happening out there. The Division recognizes and continues to be aware of the need to increase capacity and knowledge and ability of the behavioral health system to meet the needs of DDD members who have co-occurring Behavioral Health needs. And right now we've got two particular projects that are continuing to move along that I'd love to give you the most current updates that I have on. One being the education that is occurring. Our team has been working with our DDD health plans and has worked with the Relias Learning Management system, which is a training platform that the behavioral health agencies use to train their staff, and we have been able to increase the number of courses that are available that specifically can help behavioral health professionals understand more about people with intellectual and developmental disabilities.

Leah Gibbs: We have added more than 100 courses to that Library so that there are additional options out there. Prior to the action we did with that, it was my understanding, there were four individual courses that even touched on people who have intellectual and developmental disabilities. So it's really increased that opportunity. In addition, we have identified 12 specific courses that we are working with our health plans and the behavioral health agencies to have their staff take these courses to lay that foundation and build some of that capacity.

Leah Gibbs: We are offering a financial incentive to the behavioral health agencies that are having at least 10% of their staff complete all 12 of those courses. We've developed an online virtual instructed course that is specifically designed to help behavioral health professionals understand the Division of Developmental Disabilities, the people we support, our eligibility process, our services, but most importantly our relationship with our Mercy Care and United Healthcare plans and how we collaborate together to meet Behavioral Health needs for our members.



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Leah Gibbs: At this time, we know that over 1200 behavioral health professionals have completed at least one of those courses. Pardon me, have completed that course and over 6,000 courses have been completed. We're tracking that through the relias system and we are also doing ongoing planning with a group of folks to roll out two different conferences; one scheduled to occur in Tucson and the second to occur in Phoenix, that are specifically designed to support the behavior health professionals in expanding their knowledge base and best practices. In working through issues, we've done some Outreach to invite National Speakers as well as local speakers to come in and support those conferences.

01:30:00

Leah Gibbs: We are working with the Behavioral Health Community to be able to offer continuing education credit to those behavioral health professionals who will attend those conferences. So that continues to be happening and more information will be available as I have that available to me. The other big one that I am really excited about, so forgive me for my passion here, but we have rolled out positive behavior support train-the-trainer. We've completed the curriculum. We've completed a pre and post assessment for people taking the class, as well as a survey for people who have taken the class. We are collaborating with still Raising Special Kids. They are sending their trainers through train-the-trainer. And once that has been finalized and we can say yes that they're certified to deliver it. They on their web page have posted opportunities for interested family members, caregivers, Community stakeholders to take those courses and that is absolutely fine. We have all of the course material that are currently under translation into Spanish so Raising Special Kids will have their bilingual team be able to deliver that in Spanish to those families. Go ahead De.

Diedra Freedman: Yeah, I just want to remind everybody that DDD has a six hour annual continuing education requirement for all direct care workers. And I assume Leah's gonna tell me that the PBS training qualifies for that six hours, so

Leah Gibbs: It certainly should. We haven't had that specific conversation De. But thank you for that. I will take it back.

Diedra Freedman: Any parent providers, as we were talking about earlier, especially because they're the group that Raising Special Kids usually targets.

Leah Gibbs: Yeah. Yeah.

Diedra Freedman: Hopefully that will meet some of that requirement. If not, I don't know how long the training is.

Leah Gibbs: It is eight hours and there's an hour lunch,...

Diedra Freedman: Then it would.



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Leah Gibbs: but that day will certainly fill over six hours of actual training time. We have had, as of today, 362 trainers from qualified vendor agencies, sign up for the trainer. I am so excited about that because each one of them are going to be going back and train direct support professionals in this curriculum

Leah Gibbs: We are also developed the pre and post assessments and surveys in a format that is a Google form that we can collect back that data. For vendors that are going to use it in a paper format, they can do that but they're going to be uploading those pre and post tests and surveys back to the Division because we are tracking that data to demonstrate and hopefully certainly demonstrate that we have raised the bar, created some training, we've gotten positive feedback and we hope that eventually we're going to be able to build this into how everyone does business in the state of Arizona in supporting people with IDD.

Leah Gibbs: All of our employees that work for our state operated program, that have any member facing role, are required to take the course and we are delivering that to them as well. So it's off to a pretty positive start and that we've had three train-the-trainer groups that have completed the train-the-trainer and their feedback has been very positive. So I'm excited about it.

Leah Gibbs: I'm happy to any questions about the PBS if anybody has any. Please consider taking it if you can, Raising Special Kids, we've talked about it. They're gonna break it down into two-hour blocks for people so that it's easier to do it two hours at a time. They're gonna offer it in four hour blocks. They're gonna do it on weekends. They're gonna do it on weekdays. We're gonna do it evenings, so that we can hopefully accommodate people to make that available and they're being very very supportive about that. They have implemented a technical assistance opportunity for people who've completed the train-trainer-trainer. There's a little form that can fill out. people not required to, but they can fill out a little form to tell Raising Special Kids, here's what I'm experiencing or questions I'm having and then they are offering technical assistance sessions for people to call into and talk through and continue to learn and continue to be able to work toward implementing those goals taught during that training.

01:35:00

Leah Gibbs: I think we may have mentioned tonight, maybe not. I think we're all aware that, we did a little bit, the legislative session is back in session. The division is in fact watching for legislation that may have impacts to our program. Anything that is in fact signed and signed into law. We will be working toward implementation. Anything that is implemented that it's changing our policies or any of those processes, you see those policy changes when they go out for comment prior to going for public comment at this point in time. We're really on and watch status for proposed legislation.

Leah Gibbs: We do know that there is proposed legislation to have spina bifida a new qualifying diagnosis under our eligibility criteria as well as legislation to have Prader Willi syndrome as its own qualifying diagnosis for our eligibility. Go ahead De.

Diedra Freedman: Yeah, is that the reason that spina bifida wasn't a qualifying diagnosis in the past is because through our system they were served by CRS.



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Leah Gibbs: Actually spina bifida can be a qualifying condition for Arizona long-term care through the elderly and physically disabled program. And there are people with a spina bifida diagnosis...

Diedra Freedman: Okay.

Leah Gibbs: who maybe had the co-occurring issues related to intellectual disabilities. And so those folks are served through the DDD program. Whereas others who don't have that cognitive disability today may very well qualify for the EPD program and you are absolutely correct. Spina bifida is one of the designations for children's rehabilitative services.

Diedra Freedman: and Prader Willi syndrome, are we finding individuals now with Prader Willi syndrome who don't have the intellectual?

Leah Gibbs: I have not personally been made aware. I know that we have members who are eligible for DDD and long-term care that have a diagnosis of Prader Willi. However, their qualifying diagnosis for DDD is that intellectual disability today. I don't know the numbers about people who may have a Prader Willi genetic disorder, but don't have the corresponding intellectual disability. For our purposes, for both of these potential new qualifying diagnoses, it would be very similar to how we had implemented Down syndrome as a qualifying diagnosis. The diagnosis itself through genetic testing for Prader Willi, don't know exactly what it'll look like for spina bifida, would meet the criteria for the diagnosis, but then the individual would still need to demonstrate the three out of seven significant functional limitations.

Diedra Freedman: I just Leah my concern. And I had the same concern with the Down Syndrome community, they were trying to change the law. There is a reason that we have intellectual disability as a category. There are people who do not fall within the other diagnosis. They need the assistance. So I want to make sure that we're cognizant of that and we don't think the intellectual disability is a category that should disappear. from DDD qualification.

Leah Gibbs: Absolutely.

Leah Gibbs: So, I believe, other than your, anything that you would like to share regarding legislation De, the committee, that would be up to you.

Diedra Freedman: I don't have any. As she said, Crystal is at the capital every Monday. I'm not. I'll share with our people what I inadvertently shared at the Statewide meeting, is that Linda Mecham asked me to do some Bill drafting regarding ECT. And I knew enough that not only does the enabling statute for the IOC need to be amended. But also the statute that prohibits shock treatment from the seventies. They both need to be amended.



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Diedra Freedman: What I was asked to do was to create a mechanism so that any use of ECT would be reviewed by the Program Review Committee and the reviewing committee would have one IOC member on it to make sure that there were no article 9 violations. And for those of us who attended the session that Zane and Leah and DDD had for us regarding ECT earlier this year, We're already seeing, and Crystal can speak to this, We're already seeing in Behavior treatment plans where they're using the for Vagus nerve stimulators for Behavioral purposes instead of anti-seizure purposes.

Diedra Freedman: So we need to be very careful. To me, just the audacity that they would put that in a behavior treatment plan, shows me unfortunately the ignorance abounds and shows me all the more importance that we Safeguard Article 9 and we make sure, as things evolve, that our members' human rights, that civil rights are not violated without the specific reason of keeping them and those around them safe. Otherwise, there's absolutely no reason to violate their human rights. So definitely a law that needs to be Amended but I don't know at this point. I just did the drafting. I don't know if anybody has a proposal out there to change the current laws. So. Crystal

Crystal Fox: Yeah the ECT, it seems like, should be reviewed with the PRC because that's a treatment like it'd be the same as having a medication for Behavioral. I don't know why the Vagus Nerve stimulators, isn't that for seizures?

Diedra Freedman: It is, but from personal experience, because my son, Andy, had a VNS and we had the magnet. There is a physical reaction. It's like you shock somebody if you wave that magnet to their VNS unit. So you stop them in their tracks,...

Crystal Fox: Uh-huh.

Diedra Freedman: and it's not designed. and...

Crystal Fox: No.

Diedra Freedman: It can be used punitively. And that's not what it's designed for. So when you have staff that are ignorant and don't understand the purpose of the intervention. And it also, one of the other issues that is going to need to be addressed, especially with group homes and you know this more than any of us, Crystal because you're a psychiatric nurse, most Behavioral Health treatments are medication wise and they're going to a lot of PRN medication. Which when you have the capacity to administer it to yourself, is fine, but when it's being administered to individuals with IDD, the question is it being administered correctly or is it being abused and being administered punitively? And that it's the IOC's job safeguard that doesn't happen. So that makes the PRC committee or the PRC even more important and we need guardrails. So we're going to have to work with DDD in the future to make sure that DDD comes up with those guardrails.



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Diedra Freedman: Because obviously, that's the way treatment is being administered. We don't want DDD members not to have access to proper treatment. But we want to be administered properly. Crystal

01:45:00

Crystal Fox: Yeah, just to make sure that this group knows that anytime there's a PRN medication and the PRC that I'm at. They have to take it off. They're not allowed to have any PRN medications. The only medications that occasionally are listed is a Valium before a dentist appointment and they have to have justification for that and they pretty much always do but yeah, we're not the West Valley anyways is not allowing PRN medication.

Diedra Freedman: But, you know, being in the field, Medication is being prescribed in the mental health field PRN more and...

Crystal Fox: Correct. Yes.

Diedra Freedman: more often and there's going to be a serious discrimination issue if DDD members aren't allowed to receive their medication as prescribed by their prescribers.

Diedra Freedman: And even if they don't have the capacity to administer their own medication, they're going to have to be guarded. We don't have them but they are going to have to be developed by DDD. It's going to have to be guardrails. So we need to be cognizant. That's an issue we're going to have to tackle and help DDD to develop those guardrails, obviously with the prescribers. so we're not going to be able, just like now, the law says no ECT. ECT is a valid treatment for some conditions. And it's an AHCCCS approved treatment for AHCCCS members. So we're looking at major discrimination. But we certainly don't want a Judge Rotenberg facility situation to develop here in Arizona.

Diedra Freedman: So it's not easy, but welcome to IOC. And because Jaymie is a group home administrator, between you and Jaymie, You two are going to have more insight for us than anybody else and in the kind of stuff, as the Protectors of Article 9, that IOC is going to need to make sure that DDD safeguards as it develops its policies. So it's gonna be a fun year. Let me check the schedule and see. Is there anything else on this subject? Are you all done, Leah, with your update? I just want to add.

Diedra Freedman: Everything that Leah talked about was discussed in last week's Statewide meeting. The one thing. I don't know if the three of you are aware of but Linda Mechum, Who was the IOC Central chair, She was on the IOC Central for over two decades and she's been involved in the system for over four decades. Linda retired this month. Her husband, Dennis, unexpectedly retired from his job. And so Linda retired so that they can do some fun stuff, but she will be available for consultation and she'll be available to listen to me complain and whine because she's become a good friend. But there was a tribute to Linda. Because those of us who were around. for the last go-round regarding Article 9.



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Diedra Freedman: It was Linda who single-handedly saved Article 9 for DDD members. So we owe her a ton of gratitude. And it was a nice tribute Richard and Leah put together an electronic card. I don't know what they call it. It was some Google thing and Michelle graciously edited my comments and put them in the right form because the technology didn't quite work for me, but I thought it was a very nice tribute and Linda felt that it was a nice tribute.

01:50:00

Diedra Freedman: So we wish her good luck and Godspeed and hope that she enjoys your retirement, but don't any of you think of retiring because I got another five years before my husband says he's going to retire. So at least Brad and Crystal, if I'm here for another five years, so are you because I know where you live. So. Do you have anything else, Leah? All right. We did the updates from the health plans. Hey Fredreaka, was there anything from AHCCCS that you wanted to tell us?

Diedra Freedman: Do we, she's here?

Fredreaka Graham: I don't have any updates unless you guys have any questions for me.

Diedra Freedman: Does anybody have any AHCCCS questions? Does anybody? We did Larry's. We're gonna do Michelle's. We have no members to consider. Does anybody have any incident reports or Behavior plans we want to talk about?

Discussion and Review of Incident Reports and Behavior Plans

Diedra Freedman: We don't need to go into executive session at this point. Crystal.

Crystal Fox: I just had one question. Is it common if a client has a problem with their home? Let me put this another way. Is it common that if a client has a problem with the staff member, at their home, that the client moves homes? or would it be the staff member that should move homes?

Diedra Freedman: Leah

Leah Gibbs: I can tell you that that is a very powerful question with a whole bunch of what ifs connected to it and without investigating the *specific situation, the specific member, the specific everything, I can't answer. It could go either way, depending on the situation. That's going to be a general answer, Crystal. I apologize but that would be the truth.*



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Updates from DDD IOC Liaison

Michelle Rademacher: A quick update. We wanted to start providing some numbers during your meetings for you about incident reports provided to the committee. Loaded to the shared drive in December, we provided 623 incident reports. This includes 65 open and 558 closed reports. Additionally, our unit is working on a backlog of incidents which has yet to be provided to the IOCs. These are from October. They are currently in the redaction phase. We hope to have those out very soon. And then lastly, the next DDD IOC Statewide Chairs meeting is scheduled for April 25 at 5:30 in the evening for those that want to go ahead and mark their calendar and save the date.

Diedra Freedman: So you don't have to be a chair to attend that meeting. I've invited our entire committee anytime you want to attend that meeting. Michelle, when we're reviewing incident reports, we don't know who the provider is. So have we come up with any ways so that Jaymie's not reviewing anything that involves her employer? or I'm not reviewing anything. I guess I need to give you a client's list, so that I don't review anything that regards my clients. Is that?

Michelle Rademacher: Yes, that would be the process if you provide me with the list, we have a spreadsheet that our redactors look at and I, myself, and Morgan when we do audits, we review it as well. If we find that there is a family member or IOC member on that list then we will move that incident report to another district for review so that it is still reviewed by the Independent Oversight Committee but not reviewed by the current district just to protect that private information.

Diedra Freedman: So then what will happen is you move anything involving either the individual or the agency to be reviewed by another IOC. But when we're looking at that information and I confess, I haven't looked at them in awhile, but I can never see the agency, correct? that's redacted.

Michelle Rademacher: No, actually the name of the agency is not redacted. However, their physical address information is redacted, just in case that the address would happen to be the office of one of their group home sites or something like that.

Diedra Freedman: Alright, I'll get you a list. If I provide it to you and Larry, I assume. Is that. I don't like to share my clients, but as long as you redact it. I assume it'll be Larry, Joan and you because she supervises you. Does it have to go further up the chain than Joan? Leah?

Leah Gibbs: I don't know. I mean, I don't think so.

Diedra Freedman: The only reason that I am asking is because obviously I have to disclose it to my clients.

Michelle Rademacher: Oh that makes sense. I understand what you are saying. The spreadsheet is shared with our redactors in our unit, myself, the other liaison, Morgan, and Joan has access to it as well.

Joan McQuade: And everybody has to follow PII in our department. We all have to be HIPAA compliant. So that should be just fine.



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Diedra Freedman: I don't care if you and Leah, and Barb know who it is. I just don't need the entire DDD agency to know who my clients are. They change, clients change. So I'll just send you, I guess it's the conflict of interest form that I should be using? put in on there and say these are my current clients.

Michelle Rademacher: Yes, that would be the proper format, absolutely.

Diedra Freedman: Okay. We'll go ahead and do that and I will cc my business partner so that we're safe. And just so that you know, I don't. My clients don't think that they're getting an additional benefit just because I sit on the IOC. They don't think that they're getting a break. As a matter of fact, I think my clients kinda hate the fact that as a compliance officer, I'm the one who's telling them to get their act together and follow the rules. It's just so much easier and so much less expensive and less time consuming if they just do it the way they are supposed to do it from the beginning. Then they pass their audits with flying colors and they don't have to do corrective action [lans. Life is rainbows and puppies. But, who listens to me? Is there anyone else from DDD who has an update? Otherwise we can end the meeting at 7:34. Anybody else, Michelle, any other DDD members?

Michelle Rademacher: I'm not hearing that anybody else has an update. I don't know, Joan or Diane, if either of you have an update.

Joan McQuade: Well the only update I had, De stole my thunder. Because I was just going to announce the breakdown of who was assigned to what district.

Diedra Freedman: Oh do we get to keep Michelle?

Joan McQuade: Michelle will be covering Statewide, District West and District South and Morgan will be covering District East, District North, and District Central.

Diedra Freedman: This is the first time that we haven't gotten the newbie. Because usually, we get the newbie. I'm a big enough pain that I need to be wrangled. And the district is now the biggest one. So we get to keep the veteran so I'm excited. I think that we have a great relationship with Michelle.

Joan McQuade: Morgan and Michelle will be working in tandem. In the event that someone is out unexpectedly. That's why they both attend all the meetings, so they both have a full comfort level with all of the districts, which is nice also.

Diedra Freedman: We like Morgan. We used to beat Jeffrey up, but we loved him. Is there anything else or can we adjourn at 7:35pm? Any committee members have anything?

Crystal Fox: Nope., I would make a motion that we adjourn.

Brad Doyle: I second that.

Diedra Freedman: All in favor.

Crystal Fox: Aye.



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Brad Doyle: Aye, aye, aye.

Diedra Freedman: Anybody opposed? Larry said that we do not have to poll each member. The meeting is now adjourned, it is 7:36. When's the next meeting, Michelle?

Michelle Rademacher: Next meeting is February 27th.

Diedra Freedman: And if anybody has any agenda items that they want on the agenda. Please let me know, we'll get them on there. I'm sure Cynthia will wanna give a Crisis System update if she's able to attend next month. And Leah, you're going to let me know about Jeffrey

Leah Gibbs: De, I will. Please know that I'm going to be on annual leave.

Diedra Freedman: No, Leah, you're not allowed to take vacation time. And you know, if I'm sticking around for another five years, you better be sticking around another five years.

Leah Gibbs: I need those vacations so I can stick around, right.

Diedra Freedman: We'll be in good hands with Joan. And I promise to behave, between Joan and Michelle. I'll tell them to duck and cover so that they will be okay.

Leah Gibbs: You'll be okay. And yes, I'll follow-up with Jeffrey.

Meeting ended after 02:02:25 🙌

For all of November 2023 IRs, the Committee members have been given a total of **678** incident reports in the Shared Drive. This included **79** open and **599** for closed reports.

Type	Open	Closed
Accidental Injury	0	78
Consumer missing	3	14
Deaths	2	3
Emergency Measures	0	26
Human Rights	9	11
Legal	0	1
Medication Errors	2	47
Neglect	35	67
Other Abuse	7	22
Other Behavior	10	193
Other Injury Unknown	6	108



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Physical Abuse	5	23
Property Damage	0	0
Suicide	0	6
TOTALS	79	599

For all of December **2023** IRs, the Committee members have been given a total of **623** incident reports in the Shared Drive. This included **65** open and **558** for closed reports.

Type	Open	Closed
Accidental Injury	4	55
Consumer missing	2	3
Deaths	1	3
Emergency Measures	1	11
Human Rights	7	7
Legal	0	1
Medication Errors	3	27
Neglect	34	78
Other Abuse	2	9
Other Behavior	1	191
Other Injury Unknown	2	169
Physical Abuse	6	4
Property Damage	2	0
Suicide	0	0
TOTALS	65	558

The IRs will be reviewed by the committee members.

Number of Questions for Quality Improvement Manager, QIM: **0**

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

All PRC meetings are being attended by Crystal Fox.

Number of Behavior Plans turned in by IOC Members: unknown

The Program Review Committee (PRC): unknown



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