



**Division of Developmental Disabilities (DDD)**  
**District West Independent Oversight Committee (IOC)**  
**Public Meeting Minutes Summary**  
**Tuesday, February 27, 2024 – 5:30 PM to 7:30 PM**

**This meeting is being held virtually.**

Meeting called to order by **De Freedman**. The date was February 27, 2024, at 5:33 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**
- **Pat Thundercloud** by phone \*\*37
- **Jaymie Moore** joined after introductions

Absent:

- **Shelly Vinsant**
- **Cynthia Macluskie**

Public in Attendance:

- **Lisa Ehlenberger** by phone \*\*49
- **Callie Walling**
- **Joined after introductions - Unidentified Caller** by phone \*\*13

Arizona Department of Administration (ADOA)

- **Larry Allen**

AHCCCS IOC Liaison

- **Fredreaka Graham**

Healthcare Plan Liaison

- **Tyson Gillespie** (Mercy Care OIFA Administrator)
- **Ian Wilson** (United HealthCare Member and Veteran Advocate)

DDD staff and Guests:

- **Christina Hedges** (DDD Office of Individual & Family Affairs)
  - **Diane Kress** (DDD District West Quality Manager)
  - **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 (2024-02-27 17:32 GMT-7)- Transcript

### Attendees

+1 480-\*\*\*-\*\*77, +1 623-\*\*\*-\*\*37, +1 928-\*\*\*-\*\*13, +1 949-\*\*\*-\*\*49, Brad Doyle, Callie Walling, Christina Hedges, crystal Fox, Diane Kress, Diedra Freedman, Fredreka Graham, Ian Wilson UHC, Jaymie Moore, Joan McQuade, Lawrence Allen, Lisa Ehlenberger, Michelle Rademacher, Morgan O'Hara, Tyson Gillespie, Mercy Care

### 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:** Okay, I hereby call to order this regular meeting. This is the February meeting of the DES DDD District West Independent Oversight Committee. Today is February 27th and the time, according to my computer's 5:33. This is a regular meeting of the IOC. It's being held electronically. This meeting is being recorded and the transcript of that recording. Along with the transcript and the recording will be posted on the ADOA IOC website. I'm reading my cheat sheet here gang. And an effort to avoid excessive 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, who is Michelle Rademacher, can mute you but then 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 that has to disclose a conflict of interest? If there is, the committee member needs to disclose why. So we will now have introductions of those present in this meeting and if you have to disclose a conflict. You can disclose it during your intro if you wouldn't mind.



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**Welcome and Introductions**

**Diedra Freedman:** I'm De Freedman, you guys have elected me chair. By profession I'm a professional compliance officer. I'm a retired attorney. I'm the mother of an individual. My son, Andy, was a DDD ALTCS member from 2003 until his death three years ago in 2021. So I'm well acquainted with the system. Brad, do you want to go next?

**Brad Doyle:** I'm Brad. I'm a parent member of the committee. I've got a 37 year old son who's been in DDD quite some time now. I've been advocating for years, got numerous irons in the fire all the way around.

**Diedra Freedman:** Crystal

**Crystal Fox:** hi, I'm Crystal Fox and I am by trade a registered nurse. I focus on Behavioral Health. And I've got a daughter, Tia, who is in the system; who's not very happy that I'm not playing music on the radio and listening to this. So We'll see what she thinks about all this. And I've been down at the Capitol and doing some legislation and that's about it.

**Diedra Freedman:** Pat

**Diedra Freedman:** Hey Pat.

**Diedra Freedman:** Hello.

**Diedra Freedman:** Pat

**Michelle Rademacher:** Pat, you just muted yourself.

**Michelle Rademacher:** Star 6 unmute. You're unmuted now.

**Michelle Rademacher:** Now she's muted.

**Diedra Freedman:** No, she's muted again.

**Diedra Freedman:** For those of you who don't know Pat, she is our longest DDD District West IOC member. Hey, Pat, you want to jump in and finish your introduction?

**Diedra Freedman:** Pat is a retired physician's assistant. She's been volunteering, I think, since 1980. They gave her a volunteer award last year. It was the lifetime award wasn't it?

00:05:00

**Diedra Freedman:** I think they gave her a lifetime award. And Pat's son, Kuno, is a DDD ALTCS member and he's been a DDD ALTCS member for over 40 years. I think he's coming up on his 50th birthday soon, isn't he? He's older than Curtis. so

**Diedra Freedman:** Hey Pat.



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**Michelle Rademacher:** She might have to drop off and come back on. I've seen where she's muted and unmuted but she looks like she's having some technical issues.

**Diedra Freedman:** Okay.

**Diedra Freedman:** She left.

**Michelle Rademacher:** Yeah, it's good she can hear us though, so she'll probably be right back.

**Diedra Freedman:** She'll be right back.

**Diedra Freedman:** So while we're at it, I'm gonna ask if there's anybody here from the. Why don't we just continue with introductions and Pat can finish her introduction when she pops back on. Want to do that for me, Michelle, since you know the crew.

**Michelle Rademacher:** Yeah, I'd be happy to.

**Diedra Freedman:** Yeah.

**Michelle Rademacher:** Christina, would you mind starting us off, please?

**Christina Hedges:** Yeah, for Hi my internet of course decides to go really slow right now. My name is Christina Hedges. I am the DDD Office of Individual and Family Affairs, Behavioral Health Advocate supervisor.

**Michelle Rademacher:** Thank you and Diane.

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

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

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

**Michelle Rademacher:** Thank you. Morgan.

**Morgan O'Hara:** Hello, everyone, Morgan O'Hara, DDD IOC Liaison.

**Michelle Rademacher:** Larry

**Lawrence Allen:** Larry Allen with Arizona Department of Administration

**Michelle Rademacher:** Fredreaka

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



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**Ian Wilson UHC:** Hi, good evening everybody. Ian Wilson here with United HealthCare Community Plan, member advocacy.

**Michelle Rademacher:** Tyson

**Tyson Gillespie, Mercy Care:** Yes, Tyson, Gillespie with Mercy Care Office of Individual and Family Affairs.

**Michelle Rademacher:** Callie

**Callie Walling:** Hello, Callie Walling. I'm a family support specialist with the Autism Society of Greater Phoenix.

**Michelle Rademacher:** Lisa

**+1 949-\*\*\*-\*\*\*49:** Hi Michelle, you're speaking of Lisa from IOC Central.

**Michelle Rademacher:** Yes.

**+1 949-\*\*\*-\*\*\*49:** Lisa Ehlenberger. By trade, I am a retired school psychologist, which got evaluations and many other Behavioral Health type of items in the education and then continue to do advocacy as well as Consultation Services for the state and other states in regards to those issues and IOC member for District Central and currently IOC chair for District Central. Nice to meet everyone since and I'm thankful for being here. Thank you.

**Michelle Rademacher:** Thank you. And Michelle Rademacher. I'm the DDD Independent Oversight Committee liaison for District West and District South and Pat is back on.

**+1 623-\*\*\*-\*\*\*37:** Yes, I am. I couldn't read my own writing and I was dialing the wrong number.

**Diedra Freedman:** Hey Pat. do you want to

**+1 623-\*\*\*-\*\*\*37:** I think you did most of there is about me. More than I might have said myself.

**Diedra Freedman:** What year did you start volunteering with DDD IOC?

**+1 623-\*\*\*-\*\*\*37:** About 1980. My son was born in July so that year I started.

**Diedra Freedman:** So I

**+1 623-\*\*\*-\*\*\*37:** I'm going on about 44 years now or something like that.

00:10:00

**Diedra Freedman:** I got the year, right?



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+1 623-\*\*\*-\*\*\*37: Yeah, I was in Nebraska at the time. And so I was on several boards committees there and in Nebraska

**Diedra Freedman:** we ready.

+1 623-\*\*\*-\*\*\*37: Yeah, like my Okay ready?

**Diedra Freedman:** No, is it something that you wanted to add that?

+1 623-\*\*\*-\*\*\*37: if it's going to say my son is 43 now and he goes to Gompers and he enjoys it and so, we're quite happy with our program.

### Call to Public

**Diedra Freedman:** Okay, we did our welcome and our introductions. Is there anybody in the public who would like to speak?

**Diedra Freedman:** Any? Callie, now if there is anything that you would like to?

*Callie Walling: No, I'm good, thank you.*

**Diedra Freedman:** All right, just to bring everybody else up to speed. Our member, Cynthia Macluskie, who is not here with us. She's doing, as I say, "educating" in Washington DC because the rest of us she volunteers but she has a quote, unquote, real job as an insurance agent. So she's in Washington, but she's also president of the Autism Society of Greater Phoenix. So it's great to have one of her peeps joining us. Hey Brad or Crystal

### Motion and Vote

**Brad Doyle:** Yes, I would like to make a motion to allow Lisa Ehlenberger as an ad hoc non-voting member. And be present at the meeting.

**Crystal Fox:** I'd like to second it.

**Diedra Freedman:** Larry tells me that we don't have to individually vote as long as there is no opposition. so all in favor

**Brad Doyle:** I

**Crystal Fox:** I

+1 623-\*\*\*-\*\*\*37: I

**Diedra Freedman:** I



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**Diedra Freedman:** So it's 4 - 0. Lisa, welcome to the crew. You can participate just like any other IOC member. But Larry and Michelle tell us that we can't let you vote. So. Welcome to district West? so

**+1 949-\*\*\*-\*\*\*49:** Thank you.

**Diedra Freedman:** We did our call to the public. We had our first thing on our agenda. Crystal, are you in a place where you can talk or do you want to wait until you get home?

**Crystal Fox:** You know what? I'm almost home. Let's wait until I get home.

**Diedra Freedman:** Okay.

**Diedra Freedman:** all right, let's

### **Motion and Vote**

**Crystal Fox:** But I can make a motion that we change the meeting time to six.

**Diedra Freedman:** Do I have a second?

**Brad Doyle:** I second it.

**Diedra Freedman:** all in favor

*Brad Doyle: I*

**Crystal Fox:** I

*+1 623-\*\*\*-\*\*\*37: I*

**Diedra Freedman:** So the motion passes just like the other one. Three - zero and last time without even thinking about it I voted even though I shouldn't. so.

**Diedra Freedman:** Michelle, can you make the change to the website for us?

**Michelle Rademacher:** I can make the change to the Google invitation but Larry'll make the change to the website. I don't mess with the content, just update the meetings.

**Diedra Freedman:** Okay.

**Lawrence Allen:** Yep, no problem.

**Diedra Freedman:** So hopefully that will work better for everybody.



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**Diedra Freedman:** I just appreciate the fact that everybody gives us one evening a month. It's in addition to everything else you do. I think it's a lot. I'm just looking at our agenda. And I'm trying to see what we can do while we're waiting for Crystal to finish up.

### **Updates from Arizona Department of Administration**

**Diedra Freedman:** How about hey Larry. Do you have an update for us?

**Lawrence Allen:** I do.

**Diedra Freedman:** Yeah, I'll jump on to. Number 11 while we're waiting for Crystal to get resituated.

**Lawrence Allen:** Okay, no problem. Yes earlier this month, you all should have received a training for me Lawrence on board and director. This is going to be a standard annual training for all IOC members. So it's going to be an ongoing training and

**00:15:00**

**Lawrence Allen:** The onboarding process. It's going to be captured up front during the onboarding process. There's going to be doing that, a little bit of a change to that when they apply, the applicant fills out that IOC application. It will go back to you guys, the IOC will approve. I'll send an application and approval to the HR department. They will generate an EIN number which is a control number for TraCorp. At that point, that training will be sent to that new applicant for them to complete that training. So there's no dips in training. If they have a question on a conflict or what so it'll help fill the gaps. I think it'll make it easier on everybody involved and the training takes about 25 minutes tops. It's not very long at all. That references the statutes that we operate under so I think it's beneficial to that as well. And also our website that has all that information on there as well. So there's lots of information all over the place. but that's the main update for the group is that training and I just want everybody comfortable with that and trying to get it all done this week. So I'm trying to run some reports in TraCorp to find out where we're at with everything. Yes.

**Diedra Freedman:** I'm the first offender and I'm gonna admit it up front. I have not done the training. If you wouldn't mind resending me that email. I promise I will do the training before the end of the week.

**Lawrence Allen:** You got it. And does anybody else need that link again?

**Crystal Fox:** This is Crystal. I need the link and also since I was a state employee, I have an EIN number. Would that be the same?

**Lawrence Allen:** Yes, I don't know if it's still active though.

**Crystal Fox:** Yeah. Yeah, cuz I'm in the retirement system and stuff.

**Lawrence Allen:** Okay, yeah.





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**Lawrence Allen:** Yeah, you should be able to do that. You want to follow the attachment that shows that if you have an EIN number, then just go through that process. It's fairly easy to search it and find it. I actually did that last week and it was really easy to find type in LAW2000 in the search function

**Crystal Fox:** Okay.

**Lawrence Allen:** It'll come right up for you. I'll actually give you a certificate of completion as well at the end. So when you sign out at the bottom right of the training, it'll give you an actual certificate saying that you completed it and your name and all that. So it shows proof that you did it...

**Crystal Fox:** Okay.

**Lawrence Allen:** if you need to show that to anybody or keep that for your records or...

**Crystal Fox:** Okay. Yeah, if you resend it, I'll do it by Friday for sure and I'm gonna log off right now and...

**Lawrence Allen:** Fantastic.

**Crystal Fox:** I'm gonna get Tia inside and switch to the computer. so I'll be back in just a minute.

**Diedra Freedman:** Okay.

**Lawrence Allen:** Thanks, Crystal.

**Diedra Freedman:** Hey, Larry...

**Crystal Fox:** Okay.

**Diedra Freedman:** You said it's an EIN number?

**Lawrence Allen:** Yes, it'll create an EIN number. It's a state control employee number. And it'll generate that number for you.

**Diedra Freedman:** because

**Lawrence Allen:** And so January or next February, it'll automatically generate an email letting you know that training needs to be done. And here's to look for and all that so.

**Diedra Freedman:** The only reason I'm asking you is because in my world, an EIN number is a specific number issued by the Internal Revenue Service.

**Diedra Freedman:** That's not what it's got. Nothing to do with. Okay.

**Lawrence Allen:** no, not at all No, it's totally separate.

**Diedra Freedman:** Okay.



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**Lawrence Allen:** Totally separate. So does anybody else other than De and Crystal need that link? I know some people have had the TraCorp number already which I was unaware of. So Brad had his already and I believe he was able to complete his training. Did you have a question Brad?

**Brad Doyle:** Yeah, I just wanted to tell De, me and her both joined the committee about the same time and part of joining the committee was going in and taking a whole bunch of classes. De may already still have that number and be able to go in and access it and either that or just I guess you would generate a second one for her and it wouldn't be a problem.

00:20:00

**Lawrence Allen:** I don't think it'll allow you to do a second number. So it'll probably find it for you. And there's actually an email address at the bottom of the form that says...

**Brad Doyle:** Okay.

**Lawrence Allen:** if you have a problem email this individual and then he'll help troubleshoot a TraCorp side for you. I didn't realize some of the OGs here in the IOCs had a TraCorp number like that but easier you didn't have to go back in and recreate another account, which is good. So it came in handy

**Brad Doyle:** Yeah.

**Diedra Freedman:** Alright Larry, to tell you the truth, I know we did training, but I don't remember getting a number. So if I have questions, I'll be calling you.

**Lawrence Allen:** You can, not a problem. I'll be happy to help. But that's my only update for the group that there's any other questions or concerns that anybody might have.

**Diedra Freedman:** We're still waiting for Crystal to pop back on.

**Crystal Fox:** Yeah, I'm still on the phone. But give me a second to get on my computer. It'll be better and...

**Diedra Freedman:** So what?

**crystal Fox:** I just

**Diedra Freedman:** Why don't we go to updates from the Integrated Health plans and AHCCCS

### **Updates from Integrated Health Plans & AHCCCS**

**Diedra Freedman:** Tyson, do you have any updates from Mercy Care?



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**Tyson Gillespie, Mercy Care:** No, I don't think I've met with this IOC yet, but I'm the new OIFA administrator for Mercy Care. And I'm excited to support this and the other IOCs across the state. We do have a couple other initiatives that will be starting around consumer and family voice and I hope to report back next month on some of those activities that will be doing forums in the community. Once we have those dates set besides everybody.

**Diedra Freedman:** So are you? Am I okay now? Tyson, are you going to be joining us monthly or are you going to be switching with Janet?

**Tyson Gillespie, Mercy Care:** No, I will be joining every month and...

**Diedra Freedman:** Okay.

**Tyson Gillespie, Mercy Care:** Just a little bit background for me, before I joined the health plan, I was on the AHCCCS IOC in Southern Arizona. So I know the value of the work of our IOCs across the state and glad to be the Mercy Care representative to district West.

**Diedra Freedman:** Can you just pass the message to our friend Janet for me? I just told the parent, half an hour ago...

**Tyson Gillespie, Mercy Care:** I sure can.

**Diedra Freedman:** who was having an issue with Mercy Care to get a hold of Janet and I

**Diedra Freedman:** I post

**Tyson Gillespie, Mercy Care:** Janet can still assist with things but family members can also be sent towards me by the committee or...

**Diedra Freedman:** yeah.

**Tyson Gillespie, Mercy Care:** anyone else so

**Diedra Freedman:** This was a pharmacy question. So with pre-op, but I

**Tyson Gillespie, Mercy Care:** yeah,

**Diedra Freedman:** I gave them the link right from the DDD website for health plans. So sent them that and told them to contact their Mercy Care DDD liaison. So I. Is the OIFA information, do you know, is it on the website?

**Tyson Gillespie, Mercy Care:** Yep.



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**Tyson Gillespie, Mercy Care:** The OIFA information is on the website, but I will drop in the chat the OIFA email and my direct email as well.

**Chat Message:** Tyson Gillespie, Mercy Care: [oifateam@mercycaresaz.org](mailto:oifateam@mercycaresaz.org) or my direct contact at [tyson.gillespie@mercycaresaz.org](mailto:tyson.gillespie@mercycaresaz.org)

**Diedra Freedman:** That would be great. Welcome aboard. I like Mercy Care. Everybody knows, I tell everybody my bias up front. My son was a Mercy Care member for 17 years. So I've nothing against United. I just love Mercy Care.

**Diedra Freedman:** And who we got from United with us today?

**Ian Wilson UHC:** Hey De, It's Ian here from United. Dawn. Unfortunately, she's out today. So I'll be standing in for her. I'm not sure if she had anything to pass along to the IOC this evening, but I'm more than happy to field any questions and take them back to her.

**Diedra Freedman:** Dawn Is Awesome. She is up there with Janet Holt.

**Ian Wilson UHC:** she is

**Diedra Freedman:** She's one of my favorite people in the world when it comes to helping our DDD members on.

**Ian Wilson UHC:** Obviously she's such a wealth of knowledge. I mean being new in the plan. It's like any question I could possibly have, I'm saying Dawn, she's there for me and can't speak of more highly of her.

00:25:00

**Diedra Freedman:** yeah, I don't want you guys to feel left out because I love Mercy Care but

**Ian Wilson UHC:** And we understand. Thanks.

**Diedra Freedman:** Is Fredreaka with us? Do we have an AHCCCS update?

**Fredreaka Graham:** I don't have any updates for you, but I'm happy to take any questions you guys might have.

**Diedra Freedman:** I do have a question for you. It's not regarding DDD, but it's regarding EPD. Do we have an official decision from the AHCCCS CEO on the EPD contract?

**Fredreaka Graham:** I don't have that information, but I can.

**Diedra Freedman:** Okay.

**Fredreaka Graham:** Field it up and get you guys an answer.



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**Diedra Freedman:** Yeah, I just haven't seen anything specifically from her. So it's just that. Even though we're here there are individuals with developmental disabilities and IDD who are not DDD members, so I figured as long as we had it here. I would ask the question. so

**Fredreaka Graham:** Yeah.

**Diedra Freedman:** It's okay. I'll check the website. I keep checking the website. so Okay now.

**Diedra Freedman:** Crystal are you back on?

**Diedra Freedman:** Crystal's having technical difficulties.

**Diedra Freedman:** We have three items that we need to discuss. We have electronic visit verification. The legislative update that Crystal's going to do because she finds herself down at the legislature. They already, hold on, one second.

**Crystal Fox:** Can you guys hear me?

**Michelle Rademacher:** Yes, we can. Welcome back.

**Crystal Fox:** Yeah, I know I had all my sound off when I was at the Capitol. I didn't want all these beeps. blurbs and stuff so I forgot I had done that.

**Diedra Freedman:** I am sorry. I apologize. I have an automatic vacuum that goes up at 6pm every evening. So it doesn't matter if I shut it off. It goes on. So Crystal, are you ready to do the first item? Okay,...

**Crystal Fox:** yes, I

### **Electronic Visit Verification, EVV**

**Diedra Freedman:** It's EVV. And the floor's yours.

**Crystal Fox:** All right, my question was, I contacted my EVV provider because of the fact that I worked night shift. So that my providers didn't have to clock in and out at midnight, which the system is constantly updating at that time. Not only that you can clock out seven or eight minutes before. But if you clock in, It says that, if you clock in before midnight, then it messes up the whole system. And then when you try to clock back in after midnight, of course, it doesn't work.

**Crystal Fox:** So what the providers of our EVV said was because that's what DDD said that they set the rules. So I was wondering if just any other time clock, any other place, anywhere else that for people who work the night shift. If there's a way to not have to clock in and out at midnight?

**00:30:00**

**Diedra Freedman:** Hey Brad.



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**Brad Doyle:** Yeah. I'm very familiar with two different apps, one is used by the independent providers through Public Partnerships. Then the other one is used by Arizona Autism. They develop their own apps. So these are two separate apps that are not part of I guess the Sandata system, which is what the state of Arizona has on their own that allow providers to use. The one when I first originally started out with Public Partnerships this problem that you're describing happened. Both of these apps now work seamlessly to where a person can work without any issue whatsoever. You can work until there's no punching in or out necessary. It allows you to work through the shift just like it was any other shift. So I believe what you might be running into is, the free app that they allow the State of Arizona said, okay and all you providers can utilize this app. I'm wondering if there's a difference between and that may be why some of the agencies decided to go with it. So that might be something to reach out with OIFA about all so regardless. The apps Arizona Autism has been pretty good. But the Public Partnerships is very buggy. It'll punch you in two days earlier when you go to punch out or act like it so there's lots of bugs in the system, but the bug you're describing Crystal's taking care of on these two apps that I know of.

**Crystal Fox:** So it's not a DDD rule. It's but it might be the DD system

**Diedra Freedman:** Do we have anybody from DDD who has any knowledge of the EVV system and what the DDD requirements are.

**Joan McQuade:** Hi, this is Joan. Excuse me. What I'm going to recommend is calling the customer service line. Excuse me. One moment.

**Joan McQuade:** They're much better. If you call the customer service line, which is 844-770-9500. And explain that you have some questions about EVV. I know that the people that were worked are part of customer service have been dealing with the EVV system and they may be able to direct you to someone that can answer your questions.

**Crystal Fox:** Is this the DDD customer service line?

**Joan McQuade:** Yes, it is.

**Crystal Fox:** Okay.

**Brad Doyle:** also AHCCCS, if you type in a Google search on the AHCCCS website. It'll take you to the AHCCCS website and individual pages and if you can't get through, send me an email. I can send you the email address for any issues regarding EVV with AHCCCS. Matter of fact I might be able to do that right now.

Chat Message: Brad Doyle: [EVV@ahcccs.gov](mailto:EVV@ahcccs.gov)

**Crystal Fox:** Okay.



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**Diedra Freedman:** So the reason that we put this on the agenda is because I think it's important as a committee, that if there's anything that is affecting our members and their quality of life which obviously direct care workers having a problem clicking in and out of the EVV system is a problem. Because you're in the middle of a shift and you're talking midnight. So it's just you and the member. So obviously you're not providing care to the member if you're clocking in and out of the system and some of our members need somebody's eyes on them at all times. These are issues that we can bring forward to DDD along with recommendations. So is there anything else that anybody wants to talk about the EVV system and are there any motions that we want to make to ask any kind of questions DDD?

**Crystal Fox:** There is two other things that have to do with DDD and again, like it does.

**Diedra Freedman:** Does it have to do with the EVV system? Okay.

**Crystal Fox:** Yes it does. So the other thing is when you can't clock in and out. Obviously, we're spending a lot of time then calling these service providers in order to get it working, in order to get it corrected. and Also, the providers the agencies get upset with us when they have to keep fixing the errors. So unfortunately last week, every single one of us. It was bad, myself, Margaret, Krista, my son, Austin, all of us had issues with the system. So the provider, the agency had to correct every single one.

00:35:00

**Crystal Fox:** Because we couldn't because it says waiting for agency or approval. So then I got kind of a nasty gram of everybody needs to clock in and out at the time they're supposed to clock in and out at. We're clocking in and out multiple times during a shift. So yeah, that was an issue, especially this last month in February, because we just all missed our clock in. The other thing is Tia and again,

**Crystal Fox:** T is not unique in this, but she is on the go. She goes to Gompers; the providers have to pick her up at Gompers. She goes to what we call out and about. the providers go with her to out and about. we're on the freeway. Sometimes we're even switching, like I meet sometimes Margaret halfway so that she's driving halfway and I'm driving halfway because I do live up the mountain. So I live a long way from everybody. How are you going to clock in and out when you're doing all these things? So do they want people to clock in before they go pick up Tia or do they want people to clock in after they've got her or do they want to keep her for an hour before they get to clock in. I mean, then you're paying them, you're getting paid to drive or they're getting paid to take Tia. And then they're not documented that they have her.

**Crystal Fox:** So again, it's complicated, when you have An individual that isn't just at home, to do this EVV system. And so again if the transparency wise, again it needs to go with Tia which is all over the valley. So clocking in and out on the 202 is just not safe for anybody because now it's two o'clock and they have to clock in.

**Brad Doyle:** It's also problematic when you have to shift between services. And this is the. what's...

**crystal Fox:** right





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**Brad Doyle:** What Disturbed me is I won't mention the name of the agency, but I've had; it it's actually in their document. If you fail to continue to punch in and out use 100% using the app. You are subject to disciplinary action up to and including termination. that was and, as an administrator that knows what's going on, when I read that, that's a hammer. And I said, I have employees. I work in a high school cafeteria. It's not that big of a deal. If someone misses a punch, they can miss a punch on a daily basis. The purpose of the EVV system is just to verify the location. And I mean I read through the statute. The statute is not as tough as what Arizona decided to implement; the statute only needs certain information. I think they need to revisit the EVV now that it's up and going to address what Crystal's bringing up which is when you have to switch between Services when you have to switch between areas because my recollection after reading the statute is very clear. DDD just needs to know a time in, a time out, the location of where the service was provided, and then an authorization from the responsible party. Those are the four things that are needed. As far as the location. It doesn't need to be a geometric location either, it can be Gompers. *And that would be acceptable, but I think it would be difficult to do that so they just decided to use the location using the app. But you bring up several issues and I think that now that it's been up and going, we're out of COVID I think it would be wise for AHCCCS to take a look, get input on what they need to do. I'm with you on this, Crystal.*

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**Diedra Freedman:** Pat, Anything you want to add to the conversation?

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**Diedra Freedman:** Jaymie, anything you want to add?

**Jaymie Moore:** I do not have anything to add. No, we do have respite and attendant care at the business that I work for but we have had trouble hiring for it. So we do not have any experience with the EVV because of the hiring difficulties.

00:40:00

**Crystal Fox:** And then the last little thing I want to mention which I don't personally care about but when I was in the whole town hall meetings when we were doing this. It's against Tia's civil rights for, if you're tracking me, you're tracking her. So it's not really DDD's business where Tia and I are, it's not anybody's business where Tia is. I mean, I understand that we have to clock in and out. But this whole tracking of where we're going. I personally don't have a problem with it because I don't really care if where we're at, but there was a lady that had domestic abuse stuff. And she did not want to be tracked. She didn't want her child tracked. She would had and also foster care. They don't want necessarily the kids. if there's parent issues so they brought up good points with that. So that was the last thing and then I'm over it with EVV so

**Diedra Freedman:** Christina





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**Christina Hedges:** Yeah, so that's actually something I can speak to a little bit. In the EVV policy, There is the use of paper time sheets that are allowable under certain circumstances and those exact kind of cases that you're talking about are written directly in the policy. So I can throw the policy Link in the chat,...

**Crystal Fox:** Okay.

**Christina Hedges:** but it says exactly what you're saying: members who need to have their address and location information protected for a documented safety concern such as witness protection, DV or members of the address confidentiality program. There's a few other kinds of exemptions in there as well. So

Chat Message: Christina Hedges:EVV exemptions policy:

[https://des.az.gov/sites/default/files/media/Division\\_Provider\\_Policy\\_Manual\\_Chapter\\_62\\_Electronic\\_Visit\\_Verification\\_092221.pdf?time=1709082632483](https://des.az.gov/sites/default/files/media/Division_Provider_Policy_Manual_Chapter_62_Electronic_Visit_Verification_092221.pdf?time=1709082632483)

**Diedra Freedman:** Hey Brad.

**Brad Doyle:** My recollection on that would be if you're using the paper time sheets and I'd go back, really read it. You still are gonna have to utilize a landline where you call. Or you would have to utilize a little box that's at the location which makes it even more, where Crystal would have an issue. The little box would be at your house. Then you walk in, hit the button, It generates a number that gives you the ability to use that number as part of the punch-in. So there are some things that are out there but I believe they make them a little bit more difficult there. The other thing is you will have to give a location if you're out of state. I believe someone in OIFA from OIFA might be able to confirm this as well. If you're gonna be going to, like me and Curtis are going to Universal Studios coming up here in March. My recollection is you need to notify the Division of Developmental Disabilities what services you're gonna be utilizing and the dates that you will be out of town, if I'm not mistaken.

**Crystal Fox:** I was told that you couldn't do that when they're out of town.

**Brad Doyle:** No, That's a separate matter, as long as you're not out of town over a specific period of time, I believe that's the allowed amount. And actually I've been working with my support coordinator on this, just recently found all this out. No agency's made me aware. But yeah, that's what I was.

**Crystal Fox:** No, I've even gone out of town with my providers and I had to pay them privately.

**Brad Doyle:** Who told you that?

**Crystal Fox:** Everybody trust me. I've asked this question multiple times. I can't take Tia necessarily by myself when we go to Disneyland and Universal Studios. So I always take a provider.



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**Brad Doyle:** You need to inquire your support coordinator about that because my recollection and on everything is that that's allowable my support coordinator. I just sent him an email. I believe this they've made it simplified to where you contact your support coordinator with the dates. Now it's difficult. You're not going to be able to hab because the hab is something that you might be doing in your home but attendant care and or respite, but potentially can be utilized out of state as long as it's not over a specific amount of time. I think that OIFA might have some more information on that.

**Chat Message: Christina Hedges:Providing Services Out of State:**

[https://des.az.gov/sites/default/files/media/DDD\\_Provider\\_Policy\\_Manual\\_Chapter\\_65\\_Providing\\_Out\\_of\\_State\\_Services.pdf?time=1709082632483](https://des.az.gov/sites/default/files/media/DDD_Provider_Policy_Manual_Chapter_65_Providing_Out_of_State_Services.pdf?time=1709082632483)

**Christina Hedges:** I just put that policy in the chat as well. That talks about that and it outlines almost exactly what Brad said you notify your support coordinator. And then the agency seeks that will receive approval. And I think that's it.

**Crystal Fox:** Does that work in Mexico and on cruises?

**Diedra Freedman:** No. Only in the 50 United States and Puerto Rico

**Crystal Fox:** Hawaii

**Diedra Freedman:** Hawaii is one of the 50 states. Yeah.

**Brad Doyle:** Virgin Islands probably territories prop.

**Crystal Fox:** ...

**Brad Doyle:** All right.

**Crystal Fox:** These things, EVV, was definitely good for me because for years I've been paying people to go on trips. So

**Diedra Freedman:** Crystal, I hate to tell you this but the rule is always been, you can go out of the state of Arizona with prior approval. You just can't cross the border into another country. So

**00:45:00**

**Crystal Fox:** Yeah. No, I've never billed from taking Margaret to Colorado when I go see Kaylee and my mom goes with me so that I've never billed.

**Diedra Freedman:** Christina sent you policy. So

**Crystal Fox:** All right, Christina. your favorite person, forget Mercy Care and United. You're my new favorite.



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**Diedra Freedman:** To wrap this up as far as the EVV situation goes. Do you guys want to form a committee to come up with a statement and then we can come up with recommendations for DDD regarding what's going on with EVV? Crystal, I'll sit on the committee with you. If you want, so

**Crystal Fox:** Okay.

**Crystal Fox:** It sounds like Brad knows a lot, too.

**Brad Doyle:** I'll do my best. Include me on the emails and I can do my best to provide that. I'm kind of way overextended between my union. I got a lot going on but include me on the email.

**Crystal Fox:** Yeah. I'm just thinking a little bit of...

**Diedra Freedman:** Okay, we can't.

**Crystal Fox:** what can be done because you're just saying that there's two systems that can do it. So there's really no reason that the third system can't do it.

**Brad Doyle:** The other thing OIFA needs to tell the agencies to let every obviously Crystal with everything that You weren't aware of this policy. What that means AHCCCS dropped the ball, all the agencies dropped the ball. They've dropped the ball, me and De were made aware of all this but at the same time me and De were; They've got to do a much better job because my agency, I was actually going out of town after EVV started and at least a couple of three times. I forgot to even notify them and I was out of town and they need to do a better job of it, a lot better job of not only letting the parents know but also being sure that they're aware of it.

**Diedra Freedman:** Just to remind everybody, now that we have parents as paid to caregivers as an official part of our program. This is going to be very important that parents understand all the rules. We can't have more than three people on a committee because then we have our quorum. And then we would have to make it an open meeting, right Michelle? so

**Crystal Fox:** Yeah, we don't want to get close to that.

**Michelle Rademacher:** Yes, correct.

**Diedra Freedman:** if either Jaymie Or Pat is interested in serving instead of me. I'll be happy to step aside. Otherwise Crystal, I need you to make a motion that we form an EVV committee and we come back to the committee next month with a list of recommendations for them to look over and then decide whether or not to adopt.

### **Motion and Vote**

**Crystal Fox:** Okay, I would make a motion that we create a EVV committee of just two members, right?



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**Diedra Freedman:** We can do three. We just can't be four.

**Crystal Fox:** Okay up to three members, no more than three and come back next month with recommendations.

**Brad Doyle:** I second that. I

**Diedra Freedman:** all in favor

**Brad Doyle:** I

**Crystal Fox:** I

**Diedra Freedman:** Hey, Jaymie. And Pat, can I get your vote. Okay.

**Jaymie Moore:** Can you hear me? I couldn't get myself off of mute.

**Diedra Freedman:** Yeah, I can hear you now.

**Jaymie Moore:** I

**Diedra Freedman:** Okay, so it passes 3-0 so the committee is Crystal and I. We'll come back in the March meeting.

**Diedra Freedman:** I'm not hearing from Pat so I assume.

**Crystal Fox:** How do I do these policies that the chat saved so that I need to put these chats and...

**+1 623-\*\*\*-\*\*37:** Yeah.

**Diedra Freedman:** It's the same.

**Crystal Fox:** or these policies in a Word document.

**Christina Hedges:** I can also email them to you Crystal if that's easier. I can download them as a PDF and email them too. Awesome, Michelle...

**Crystal Fox:** That would be awesome.

**Christina Hedges:** Do you have Crystal's email address?

**Michelle Rademacher:** I do and I'll send it to you. The chats are saved. By the way, and we put them in the minutes, but ...

**Crystal Fox:** Okay.



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**Michelle Rademacher:** you know what? Don't worry about it Christina. I really appreciate it. I went ahead and already made copies of those live links so I can send them out to the whole committee.

**Christina Hedges:** you're on top of your game, Michelle.

**Legislative Update given by Crystal**

**Diedra Freedman:** Next on our list is the legislative update given by Crystal who seems to be sleeping at the legislature right now five days a week.

00:50:00

**Crystal Fox:** Yeah, pretty much. Of four, mostly I'm doing Health stuff but I don't mind doing DDD stuff. I actually am getting to know a lot of legislatures and so I could do bills and it wouldn't be a problem for me because I'm going to be down there for the rest of my life for my son, Josh. So, I can do it. So if we have stuff that we want to do, I don't mind I'm there anyways, but the ones that I have spoken on and have worked with Senator Wadsack have the DDD ones have to do with ECT. And I can't remember the other one. But neither of them have been heard on the floor yet. I did them with Linda Mecham. But the one that I didn't know was going on.

**Crystal Fox:** That because I was there not sleeping De. There was one on provider rate increase. So not only did I participate in the one but I grabbed Jose from Ideal Care and made him get up and speak. so

**Crystal Fox:** So again for provider rate increases, I don't know if it'll pass because there's no money in the budget, but we sure tried.

**Diedra Freedman:** So everybody knows, the second bill has to do with DDD bills to members for room and board.

**Crystal Fox:** Yeah, that's right.

**Diedra Freedman:** And it also has to do with a subject that is near and dear to our heart and one over which we lost our vice chair. And that has to do with the accuracy and completeness of DDD records and behavior plans. I'm ashamed to say that we actually had to ask the legislature to pass a law.

**Diedra Freedman:** so that DDD will make sure that its records are accurate and up-to-date, but unfortunately That's what it's come to. Those two items are in the same bill. That bill passed the House Health and Human Services committee. It hasn't gone to the floor of the House yet to the best of my knowledge. and it hasn't gone over to the Senate but

**Crystal Fox:** I think it started and I think it started in the Senate.

**Diedra Freedman:** And you're right it passed the Senate. Health and Service committee.

**Crystal Fox:** Did it pass Senate? Yeah.



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**Diedra Freedman:** It has the committee. It hasn't gone to the full Senate and...

**Crystal Fox:** right

**Diedra Freedman:** it has not gone over to the House.

**Crystal Fox:** I heard a couple of Wadsack's bills today, but none of the DDD ones came up, so.

**Diedra Freedman:** Linda Mecham spoke on behalf of the IOC's on all of those bills because they happened on the same day. Was it last week?

**Crystal Fox:** It was.

**Diedra Freedman:** with

**Crystal Fox:** I think it was two weeks ago now.

**+1 949-\*\*\*-\*\*\*49:** A week and a half actually exactly a week ago.

**Crystal Fox:** It wasn't exactly. I can't keep track. All I know, we left the spaghetti company one day that we had all those bills at 10 pm.

**Diedra Freedman:** So Crystal will keep us updated since she's down there. She'll keep us updated on those bills. Is there anything else for legislative updates? Anybody have any questions for Crystal or?

**Diedra Freedman:** Anything else?

### **Behavioral Health Crisis System**

**Diedra Freedman:** Next item on our agenda, number seven, is the Behavioral Health crisis system.

**Diedra Freedman:** We leave that as an item on our agenda just because it's such a big item. Is there anything anybody has to add to the discussion about the Behavioral Health crisis system, or can we move on?

**Crystal Fox:** Are you just specific with DDD?

**Diedra Freedman:** Actually anything about the Behavioral Health crisis system is going to affect DDD members. So if there's any update you can give us Crystal regarding anything that will affect DDD members that isn't specific to SMI members...

00:55:00

**Crystal Fox:** All right.

**Diedra Freedman:** but has to do with crisis, would be great.



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**Crystal Fox:** We started a stakeholders meeting. I told De about it. It had a head of Mercy Care, the

**Diedra Freedman:** Ted Gary

**Crystal Fox:** Ted Gary and who was the other one the lady, Beth?

**Diedra Freedman:** Beth Kohler Lazar from

**Crystal Fox:** yep, and that's definitely who it was because Rachel said her last name the other day and then

**Diedra Freedman:** she's a lobbyist or trade agency representative, some health care Association...

**Crystal Fox:** Yep.

**Diedra Freedman:** if anybody knows the organization she's with completely

**Crystal Fox:** Yeah, Willow with AHCCCS was there and Community Bridges had two people there. And then CEO of Complete Health. Where we're at with the crisis part is we're. We're trying to, for one thing, secure inpatient beds for individuals that are in crisis Because there's not enough inpatient beds and for the developmentally disabled there's even less. So we're trying to secure beds and secured facilities in order to provide treatment for people who are having a mental health crisis.

**Crystal Fox:** So we started the talks. What they're going to start with is data collection. So we got together. They're going to collect some data to try to figure out the gaps in the system. We mothers think we already know what the gaps are. But there's no data at this point being collected. So this will be the first of its kind where they're going to collect it and disperse it. If it passes, it just passed the house floor today or the senate floor today. So it goes to the house next week. The other bill that we're trying to pass is John's law for my husband, John, and it has to do with Guardianship and caretakers and let's say the group home members, like the staff, having the ability to have input into somebody who's in crisis and for further evaluation. So instead of you just dropping somebody off who may have been dangerous to other people in the home or maybe be dangerous to you or maybe tried to jump off the balcony, whatever it would be, is that the screening center/ centers would be mandated to collect that information from you as being dangerous to self or others and then you're not just; the screening centers are, if this passes, aren't supposed to be able to just take the word of the patient or the word of the client. So even cops could do this.

**Crystal Fox:** So it just adds an extra layer of protection. Really, I mean again John's law was the extra layer really for the community. Because if a member comes in and says that they're suicidal, they're going to take them in, but they don't necessarily take them in if they're decompensating, persistently and acutely disabled or dangerous to others.

**Diedra Freedman:** And it's the acutely disabled where a number of our DDD members, especially those who are nonverbal don't use words effectively to communicate would be covered. right





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**Crystal Fox:** And again, there's not a lot of, there's not a lot of places for people. That's the unfortunate thing for DDD. This is where I would be interested in creating legislation. I would be interested in creating legislation that protected them. So really the only people that might be affected by this in the DDD system are the ones that are mildly intellectually disabled who tend to at least have the skill to manipulate a little bit and not say they're suicidal or not say that they fought, not say, so this would be the layer that would more protect them. But you're nonverbal, unable to communicate, needs help with ADLs, there's nothing for them. So they need a behavioral health that would provide nursing care because there's no hospital that'll

**01:00:00**

**Crystal Fox:** Basically do ADLs for anybody.

**Diedra Freedman:** So there is some information that I want to share that, Michelle, it's gonna skirt the edge of this subject. But it's non-controversial and it's a good thing. There was a lot of emphasis about individuals who have augmentative communication devices and how those devices are taken away when they enter a facility, be it a behavioral health facility, a hospital, a group home. We had an incident over the weekend where somebody was hospitalized and the augmentative communication device was taken away by the facility. I have no idea why. I was on vacation. So I just saw the quick text, but I will share with you it came to the attention of our IOC member, Cynthia Mcluskie, who got a hold of the MCO. I don't even remember whether it was Mercy Care or United or a different MCO. But let me tell you, within a matter of hours, the augmentative communication device was returned to the individuals so that they could communicate.

**Diedra Freedman:** So I just think that, even though it's not exactly on topic, Michelle, it tangentially relates. And I think that we should give kudos where kudos are deserved. The system is listening and they are taking action when these incidents are brought to their attention. so the work that DDD, AHCCCS, Mercy Care, United And the other MCOs are doing regarding the subject is obviously bearing fruit. So. Thank you very much.

**Crystal Fox:** Yeah, and that is something we could bring up, for future policies or whatever, is anytime they come into our facility even all their devices are taken so it doesn't yeah,...

**crystal Fox:** but it

**Diedra Freedman:** They shouldn't be if they're AHCCCS members. AHCCCS issued this big, I don't know what we're calling it, letter, policy, whatever reminding everybody last year that was not acceptable and then I know the health plans. At least DDD and Mercy Care, I can speak for them. They issued to all their providers the same directive. That it's an Americans with Disabilities Act violation. And when this is somebody's communication device you can't take it away.

**Crystal Fox:** Yeah, no, it's just saying it didn't surprise me that it happened because they do they do get lots of their devices back, but it usually requires a doctor's order. So you probably had somebody that didn't





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**Crystal Fox:** Shoot, I have trouble getting the people in the Wheelchair rooms when they have wheelchairs let alone following a communication device.

**Diedra Freedman:** Right, but my point is I don't think we need legislation because the system heard us on this issue.

**Crystal Fox:** Yeah. Yeah.

**Diedra Freedman:** And the system has responded and continues to respond. So kudos to whichever MCO it was into the other MCOs and AHCCCS because people are taking it seriously, so I appreciate it. Hey Brad.

**Brad Doyle:** Yeah, I just want to applaud Crystal for I've been down at the legislature forever. It seems 30 years I've been going down. I've spoke to about funding for DDD, special education, all of that. I just applaud you. I know how lonely it feels; feels like you're just endlessly doing it but it's like what De just said, I've seen, I mean right now, parents of children under the age of 18 are gonna become paid providers. It's taking a long time, but there has been movement and I just applaud what you're doing. I really do from the bottom of my heart.

**Crystal Fox:** Thank you.

**Discussion, Review, and Possible Action regarding any policy issues of concern to IOC Members including requests for education presentations for the new year**

**Diedra Freedman:** Okay, next is discussion, review, possible action regarding any policy issues of concern to IOC members, including requests for Education presentations for the new year. Does anybody have any? We have some things in the hopper that Michelle were waiting on scheduling. One of them is, we're looking to hear from our good friend, Jeffrey Yamamoto. Who in his new job is? I don't know his exact title, but he's the DDD liaison with DCS. And I know he has been working hard with Billy Henderson, Bernadine's husband, who is the DCS liaison to DDD. They've been working to come up with...

**01:05:00**

**Diedra Freedman:** Much better communication because as we all remember last January, there was a DDD district West member who eloped from a DCS group home and ended up dead and the DDD support coordinator was not informed until, this happened in January, and the support coordinator was not informed until May even though the support coordinator tried to get a hold of the DCS group home so that they could do their 90-day meeting and they basically put off through communication issues. so Jeffrey's gonna let us know what has improved. Which I hear through the grapevine, he's been working very hard and there are some improvements that he can tell us about from all of his hard work.



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**Diedra Freedman:** We're also supposed to be hearing from people from Disability Rights Arizona about the oversight project that they're doing with DDD members who are in group homes. They've completed a three-year monitoring program. When they spoke at the DD planning Council. They said that they would do the same presentation for us but we're having scheduling issues having them present to us.

**Michelle Rademacher:** Yeah, I just haven't heard back from them. I don't know if they've emailed you specifically or if I should go ahead and reach out and set this up for March.

**Diedra Freedman:** Yeah, I haven't heard from them at all. So if you could set them up March,...

**Michelle Rademacher:** Okay.

**Diedra Freedman:** That would be perfect. What else...

**Michelle Rademacher:** Perfect.

**Diedra Freedman:** What else do we have in our hamper?

**Michelle Rademacher:** We also have the presentation from the DD, Justice reach-in liaison. Last the committee met, Leah asked if we could give them some time because they just hired someone so it was proposed for August. And then a high level overview was discussed several months ago.

**Diedra Freedman:** Okay.

**Michelle Rademacher:** With the committee on, its high level overview from DDD quality on the new incident reporting form if possible.

**Diedra Freedman:** Yeah, and we're hoping that Diane can do that for us since she's our quality person. Hey, Diane. Has anybody approached you about doing that for us?

**Diane Kress:** Hi De. I have heard conversation from the other districts as well. so I believe we are aware that across the other IOCs that is something that is a discussion and a topic for all the other IOCs that are wanting a presentation with regards to the incidents reporting and also moving to the portal as well.

**Diedra Freedman:** We specifically want you, Diane, because you work with us. You're familiar with us and that you're an expert. so

**Diane Kress:** Sure.

**Diedra Freedman:** We don't want to throw you under the bus with the people above you, but if possible we would like you to do the presentation.

**Diane Kress:** I can certainly work on that. So.



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**Diedra Freedman:** So I don't know how you tell your bosses. We want you because we love you. But you're our preferred presenter.

**Diane Kress:** Thank you.

**Diedra Freedman:** Do we have anything else in the hopper of Michelle?

**Michelle Rademacher:** No, that was all I've got a record of currently.

**01:10:00**

**Diedra Freedman:** Is there anything that anybody wants to add to that list?

**Diedra Freedman:** I'm wondering, Christina, is there a way because how long have you been in your job now?

**Christina Hedges:** I've been in my job for about two and a half years.

**Diedra Freedman:** Can you give us some stats? Can you do a little presentation for us on some stats about how many members that?

**Christina Hedges:** For sure.

**Diedra Freedman:** and maybe

**Diedra Freedman:** It's policy stuff that I'm looking for. It's not individual information that I'm looking for, but if you could tell us, in your experience in the last two and a half years, the changes that you've seen because your position is a new position. There was nobody before you in that position. So if you could do that for us, that would be great. And then. We have a tendency to go to OIFA with every single complaint. And you're the behavior health advocate. But I assume you have a counterpart who handles stuff that isn't Behavioral Health.

**Christina Hedges:** Did my computer just read this? Joan is actually my counterpart. However, Joan is one person. So I have been very vocal with my team. When I started this position. I supervised two Behavioral Health Advocates. We now have four Behavioral Health Advocates that I supervise. And I am pretty vocal with my team that I think we need to be looking at members as a whole and even something might not present is an official behavioral health issue. I think there's something that we could do, be doing something about it. So my team is very well aware that even if it doesn't outright seem like a behavioral health issue, that I still want us to be trying to assist in any way that we can.

**Diedra Freedman:** So if you could put together, it doesn't have to be a long presentation, 10-15 minutes. Just one of the reasons that I do this is because as much as we push DDD, Christina, I also want to highlight when DDD is doing positive, Innovative work. And I know you're doing it because I'm one of those people who keeps emailing Leah.



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**Diedra Freedman:** Because the stuff may not be Behavioral Health. So I just email Leah and let her send it where it needs to be. So, I'm sure you see my name on a lot of emails.

**Christina Hedges:** I have once or twice once or twice.

**Diedra Freedman:** So I would just like our community to know since our minutes are published and our meetings are recorded. I want them to know about the systems change that is happening. And the positive productive changes that are going on and how those changes are affecting members and their families in our community. So because we're all about system change.

**Christina Hedges:** I can definitely do that. Sorry. I'm trying to make sure my dogs don't have a little war over here. but yeah,...

**Diedra Freedman:** So if you would check with Michelle for scheduling.

**Christina Hedges:** I can definitely do that.

**Diedra Freedman:** That would be fantastic. Just to remind everybody, this is February. We'll have a March meeting, an April meeting, a May meeting And...then we'll break for June and July. If that's what you guys choose, but that's what we traditionally done. And then we come back in August. So the other thing that we need to discuss. We had Richard Kautz in Mickey here at our last meeting talking about recruiting.

### **Discussion, Review, and Possible Action on Committee Membership**

**Diedra Freedman:** I really need us to look in our Address books and to think about who we know, who knows who. We need new members.

**Diedra Freedman:** So we lose. One member not showing up. And we risk not having a quorum to have a meeting. So there should be 15 of us and there's currently six of us. We're going to lose Shelly Vincent as soon as she sends in her resignation letter.

**01:15:00**

**Diedra Freedman:** We really need new members. Think about the qualifications for the committee, those 12 areas. They don't have to be a parent of a DDD member. We want a varied Committee. We appreciate the fact we have Jaymie, who is an administrator with a provider, but we don't want the other eight people that we add to all be administrators with provider agencies; just like we don't want them to all be retired attorneys or professional compliance officers, or food service program managers or psychiatric nurses or retired Physicians assistants or insurance agents. We want a mix of people. And we want people who will work well together.



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**Diedra Freedman:** I know I had a conversation with Larry yesterday talking about our members. And every one of you is a Powerhouse. You all bring so much to the table. It always amazes me every time we get together and I appreciate all that you do. And the time that you take to be on this committee. So we just need more of us. So unless you can clone yourself, please think about friends and family and colleagues who might want to join us. It's not like the first couple years when we met in person and I made sure to bring cookies and snacks every meeting so that nobody was hangry but you're welcome to come to my house. You want to do the meeting at my house if you're near Avondale? Come I will feed you. Anything we can do to get people who are dedicated and hardworking like all of you. I would appreciate it.

### **DDD and AHCCCS Policy Notification Review and Discussion**

**Diedra Freedman:** So are we ready to move on to the next Topic? Do we have any DDD or AHCCCS policy notifications that we need to review and discuss? Anybody have any? I don't. And I think we covered most of it with our legislative update. That brings us to the DDD staff updates, Michelle you're on.

### **DDD Staff updates**

**Michelle Rademacher:** I'm not certain, Christina, you have been so involved in this meeting. Thank you for attending. Did you come with an update? Did Leah give you something to speak about?

**Christina Hedges:** Joan just asked me the same thing. And I honestly cannot remember if she did or not and I don't think she did. but

**Michelle Rademacher:** No worries.

**Christina Hedges:** If she did, I 100% apologize and at all to you guys that I made a big mistake, but I don't think she gave me an update.

**Diedra Freedman:** Can I just give a Leah update?

**Christina Hedges:** please do

**Diedra Freedman:** Okay, I and my business partner and Cynthia Mcluskie sit on a work group with Leah. And our purpose is to come up with these one pagers about insurance for our DDD members, their families, but of course, it's also information that we want providers to know and we want DDD staffers to know. We've now moved on from one pagers to creating a training for support coordinators about insurance. I can't tell the hard work that Leah is putting in. I mentioned it last year at our meetings. When we were bringing up issues regarding support coordination and support coordination training. DDD had an awesome support coordination training program when my son, Andy, first became a DDD member in 2003. DDD has institutional memory. Because Leah Gibbs wrote, developed and trained using the program until they changed the program. She was the support coordinator training, trainer. So I am glad that they've thrown it back in Leah's lap. Because we know it's going to be done right because she is involved in it. So that's an update from Leah's office that Leah wouldn't give you the rest of it, but she is listening to us.



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01:20:00

**Diedra Freedman:** She is trying her best and she's working on making sure that support coordination training on important topics is happening. So that's my Leah update.

**Christina Hedges:** Thanks De. I appreciate you stepping in and covering them.

**Christina Hedges:** I can attest to that. She is making/ working on. I don't even know how long the list of these one-pagers is now. I think we've got something like 15 posted on our website currently and something like 20 more coming while Leah also has her hands in every other project as well. So she really is working hard.

**Michelle Rademacher:** Yes, she is. Speaking of working hard. How about the quality team, Diane? Do you have an update?

**Diane Kress:** We've just have just a couple of positions that we've been working on with changes and promotions, or retirement. I do have someone, that is, our supervisor. One of them is retiring, actually her last day is this Friday, so we are looking to replace a supervisor. We also had someone

**Diedra Freedman:** She freeze?

**Michelle Rademacher:** Yeah, I think so. I thought it was me at first.

**Diedra Freedman:** Do you have a Joan?

**Michelle Rademacher:** Sorry, Diane.

**Diedra Freedman:** Do we have a Joan update until Diane comes back?

**Joan McQuade:** The update I have is we, Michelle and Richard and I spent two days last week conducting interviews. And it looks like we found a candidate and an alternate for the full-time redactor position. So yay for that. Now, it's just a matter of it going through the process with HR and everything and then the other thing is I'm going to take credit for this. But today I completed 33 redactions for district West from October. So once we go in and get all of the redactions audited, we go in and do spot audits. So Michelle or Morgan will check my work, none of us are infallible. We hope to very soon have the last of the October incidents ready and sent up to the district. So that will be pretty darn close to current. Yes.

**Diedra Freedman:** Hey Joan, won't it be wonderful when the IRs are actually on the AHCCCS and database and you can electronically redact a lot of it.

**Joan McQuade:** A lot of it happens automatically. In the part of the portal that you guys would be accessing.

**Diedra Freedman:** Yeah.



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**Joan McQuade:** I still believe we have to go in and be spot checking and doing things as well.

**Diedra Freedman:** Right. Yeah.

**Joan McQuade:** But it will be hopefully much less cumbersome once we all get to learn that system so

**Diedra Freedman:** And then you can put that staffer to work doing other stuff because you have more work.

**Joan McQuade:** Absolutely,...

**Brad Doyle:** Yeah. Hey.

**Joan McQuade:** and they're all considered administrative assistants. So in that role we can find other things for folks to do too. That's all I've got.

**Diedra Freedman:** Hey, Diane, do you want to finish your update?

**Diane Kress:** I am so sorry. Wireless has not been good for me this whole couple weeks. So I apologize. Yeah. So again, we've got another staff member that we brought on board. So again, we are fully staffed. We actually also had a RN position open and available too. So we should be fully staffed up in March with the exception of the...

**01:25:00**

**Diane Kress:** a quality assurance supervisor. And actually, you know what, I kind of forgot we did do a presentation earlier this month. We've been doing a couple of Highlights and I think Home Health Services was a call that we had and we actually did a small presentation regarding to incident reporting so I certainly can share that with you guys again, it was a high level with just certain things that I think are questionable of what to fill out on that 11 page form. So I ...

**Diedra Freedman:** That would be great.

**Diane Kress:** So I do have that I certainly am more than happy to give to you guys as a high level.

**Diedra Freedman:** Yeah, that was wonderful.

**Diedra Freedman:** She freezing again. She froze again. Is there anybody else, Michelle?

**Michelle Rademacher:** No, that's all of the DDD staff updates I believe.

**Diedra Freedman:** Okay, we already did ADOA, we already did the health plans and AHCCCS. Next is you.

**Diedra Freedman:** And then I don't think we have anybody for committee membership, right? You don't have anybody for us? I don't think we need to go into executive session. So it's you and then we'll adjourn we're done early today.





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**Updates from DDD IOC liaison**

**Michelle Rademacher:** I have your metrics for the January incident reports that were loaded to the committee share drive. A total of 832 redacted incident reports were provided in January. This includes 93 open and 739 closed reports. I also wanted to talk about and give you information about, once a month the liaisons send out an email. Yeah, we do a Friday prior to the Tuesday meeting email and that email is a reminder to the committee members about the meeting but it also provides you a copy of the agenda and then copies of what we call metadata reports and we pull these reports, Morgan and I. They're pulled from the Incident Management System and the Data is District specific data. There are three reports that are provided. They're the previous month's incident data. The data is broken down by provider incident to Consumer ratio. That's one of the reports, also member total incident broken down by provider and type that would be our second report. And then the third one is a six-month tally of Provider incidents broken down by how many per type category?

**Michelle Rademacher:** So if you have any questions on that when you look at it, just reach out to me or we can always have a discussion or in-service session during the meeting on those data reports. The member ones are redacted. So you're not receiving information on any HIPAA information. It's just giving you a breakdown of your district and what those incident report data looks like.

**Diedra Freedman:** Michelle is anybody tracking and trending that data?

**Michelle Rademacher:** It's available through the Tableau system. So it wasn't something I set up. It's something I just go in and grab so it had to have been generated and set up through the quality department for tracking and trending. I believe it's under the quality reports.

**Diedra Freedman:** So then we would ask Diane for tracking and trending and highlights.

**Michelle Rademacher:** It's potential that she may be able to do that. I don't know who else is looking at that data. I would assume the quality management unit uses it, but Diane might in her manager role at the district level as well. I'm not sure on that.

**Diedra Freedman:** Hey Diane, you just joined us again. Alright, I think maybe it would be a good idea, Depending upon what everybody else thinks, to have Diane give us a monthly tracking and trending highlight on that metadata so that we can see what's going on and help them to spot trends that may be important to DDD members for policy recommendations.

**01:30:00**

**Michelle Rademacher:** I'll share it with her so that she can check it out. And if we can add it to the agenda for next month, the committee if you want me to resend this month's email and then look for my Friday reminder. They're attached at the bottom and that would be a good discussion.

**Diedra Freedman:** Yeah, I can look at the data. But unless I know What they're trying it's nice to know what they're tracking and trending.





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**Diedra Freedman:** So I mean they're, even though I know compliance I'm still not a DDD quality person. So I guess we could make Joan do it for us, but I don't want to get Joan in trouble with the quality people. and I know Joan is more than capable of tracking and giving us the highlights.

**Joan McQuade:** Make me do what?

**Michelle Rademacher:** and I will say each individual incident report, when you look at the fact finding reports, there are notes in there from the incident Specialists that pull up over at least a six-month period of...

**Diedra Freedman:** Yeah. right

**Michelle Rademacher:** what they've seen related to the incident, the agency and the member, and...

**Diedra Freedman:** Yeah.

**Michelle Rademacher:** and they include that in the incident reports, too.

**Diedra Freedman:** Right, but it's when you put it all together and you start to look at the trends, that it's that big picture that we're supposed to be here to advise the DDD about so we just need a little help.

**Michelle Rademacher:** right the big picture

**+1 480-\*\*\*-\*\*77:** Hi De. It's Diane. I called in this time.

**Diedra Freedman:** Hey, Diane.

**+1 480-\*\*\*-\*\*77:** So I am so sorry we switched companies and it has been giving us problems here and there so I apologize.

**Diedra Freedman:** We were wondering whether or not Michelle was telling us that she's sending us incident report tracking information and we're wondering if you could share the trends with us to help us interpret the data every month that Michelle sends us.

**+1 480-\*\*\*-\*\*77:** Okay. Yeah.

**Diedra Freedman:** So because our job is supposed to help make recommendations for improvement to DDD. So if we knew exactly what was happening? It would help us to make recommendations.

**+1 480-\*\*\*-\*\*77:** Right, Okay.

**Crystal Fox:** See what happens when your internet freezes. We give you a job.

**+1 480-\*\*\*-\*\*77:** No worries at all. Is this a different data that I know Michelle you provided earlier I think and...



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**Diedra Freedman:** All right.

**+1 480-\*\*\*-\*\*77:** I want to say there's a backlog of some of the certain incidents that you wanted and I know I've always tried to respond back with what I can share. Is that what you're talking about?

**Diedra Freedman:** No, we're talking about the metadata, Diane, that she gives us every month.

**+1 480-\*\*\*-\*\*77:** The okay.

**Michelle Rademacher:** So it's the district data pulled from the Incident Management System. I pull it down from Tableau. but I can talk to you about it.

**+1 480-\*\*\*-\*\*77:** Mm-hmm

**Michelle Rademacher:** I'll send it to you and you can look at it because I believe it's generated from somebody in quality. What it might be, the quality management unit. It might not be at the district level but it is broken down by districts that the data that's compiled and...

**+1 480-\*\*\*-\*\*77:** Okay.

**Michelle Rademacher:** pulled so I'll share it with you and we can have discussions on this.

**+1 480-\*\*\*-\*\*77:** That would be great. Sounds like good data that I don't know...

**Michelle Rademacher:** Okay.

**+1 480-\*\*\*-\*\*77:** if I've heard of but that would be great.

**Michelle Rademacher:** Sure.

**+1 480-\*\*\*-\*\*77:** Thank you.

**Diedra Freedman:** Which is we want to use your expertise, Diane.

**+1 480-\*\*\*-\*\*77:** It depends on my internet can cooperate. Again, I'm So yes Michelle, I would love to work with you and see what it is that you have.

**Michelle Rademacher:** Okay, sounds good. And then the last part of my update is with DDD's Public Town Hall meetings. I like to give information on those to our committees. So they know what's going on when the next public town hall is. The next one is Thursday, March 7th from six to eight pm. DDD's gonna have some presenters and for these Town Halls coming up. In March, the Social Security Administration will be there. In April, Parents as Paid Caregivers waiver will be discussed. In May, Arizona Center for Disability Law and Vote Writers voting rights for people with disabilities is already planned for those. So if you're interested in any of those topics, or you attend the public town halls, you've got that information now for the future meetings.



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**Michelle Rademacher:** That's pretty much it for me.

**Crystal Fox:** What's the first one March what?

**Diedra Freedman:** seventh

**Michelle Rademacher:** Seven, yes.

**Crystal Fox:** Seventh, okay. Only do one month at a time.

**Diedra Freedman:** They DDD also, although it's really hard to find on their website. DDD does a monthly town hall for providers and they have at least trying to think if it was the January I think it was a January meeting. I don't think it was a December meeting. I think. There was this awesome slide deck that they produced. That gives you a good idea.

**Crystal Fox:** Yeah.

**Diedra Freedman:** of where DDD has service network issues so that you actually know the locations. it's very important where they're looking for more providers. And there were some other Just really good information to give you a good idea of what's going on with DDD. You have to look at it. You have to analyze it, you have to extrapolate it. I, not to be disrespectful to any of my clients, but I sent them the slide deck and without the explanation, they didn't know what they were supposed to be looking for. So. it's kind of like us with our metadata without Diane to give us a roadmap. We're kind of out there on our own but it's great information with both of those. Both the public town halls and the provider meetings and the provider meeting is a public meeting. You don't have to be a provider to go. So it's an open meeting. It follows open meeting laws. So if anybody's interested you can attend.

**Diedra Freedman:** So, I don't know, Michelle, when you're sending us the town hall meetings. If you could send us the provider meetings, the HCBS provider meetings, that would be great.

**Michelle Rademacher:** Okay, I'll look that up.

**Diedra Freedman:** So you had to go on the website and then you had to look at provider updates and then they're buried within the provider update newsletter that they send out. So that's the only place I could find it.

**Michelle Rademacher:** Okay. Thanks.

### **Adjournment**

**Diedra Freedman:** So, is there anything else anybody have anything else? Thank you so much for your time. It is 7:10, which is a record for us and the meeting has now ended. Thank you very much for your time. We will see you at, what's the date for the next meeting, Michelle?

**Michelle Rademacher:** Next meeting is March 26th.



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Diedra Freedman: so March 26th at six pm

Michelle Rademacher: Mm-hmm

Diedra Freedman: so We'll see you March 26th. It's Tuesday.

Jaymie Moore: Thank you everybody. Thank you.

Diedra Freedman: Thank you.

Lisa Ehlenberger: For having. Thank you, De.

Jaymie Moore: Of bye-bye.

Joan McQuade: Good night, everyone.

Meeting ended after 01:39:08 🙌

For all of January **2024** IRs, the Committee members have been given a total of **832** incident reports in the Shared Drive. This included **93** open and **739** for closed reports.

Type	Open	Closed
Accidental Injury	1	85
Consumer missing	3	4
Deaths	6	12
Emergency Measures	0	8
Human Rights	18	14
Legal	0	3
Medication Errors	10	41
Neglect	36	91
Other Abuse	1	7
Other Behavior	1	261
Other Injury Unknown	7	197
Physical Abuse	10	10
Property Damage	0	6
Suicide	0	0
<b>TOTALS</b>	<b>93</b>	<b>739</b>

The IRs will be reviewed by the committee members.



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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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