



**Division of Developmental Disabilities (DDD)  
District Central Independent Oversight Committee  
(IOC) Public Meeting Minutes Summary**

**Friday, March 8, 2024 – 9:30 AM to 11:00 AM**

Meeting called to order by Committee Chairperson, **Lisa Ehlenberger**. The date is March 8, 2024, at 9:35 am . **The meeting took place Virtually due to the desire of the committee to continue to meet only virtually.** No Physical location was requested to meet for this meeting.

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Attendance Virtually:

- **Lisa Ehlenberger -Chairperson**
- **Eva Hamant**
- **Carolyn Willmer**
- **Mandy Harman**
- **Amber Stock**

Attendance by Phone : **None**

Absent: **None**

Public in Attendance: **None**

Guests: **None**

Health Plans:

- **Ian Wilson** (United Healthcare)
- **Wendy Herring** (Mercy Care OIFA Liasion)

ADOA and AHCCCS: **None**

DDD:

- **Patricia Sandino** (DDD Program Review Committee Chairperson)
  - **Stephanie Schwartz Jacobs** (Deputy Assistant Director for DDD)
  - **Joan McQuade** (DDD Office Of Individual and Family Affairs - Member Advocate)
  - **Michelle Rademacher** (DDD Independent Oversight Committee Liaison)
  - **Morgan O'Hara** (DDD Independent Oversight Committee Liaison)
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## **DDD District Central IOC Special Meeting - Virtual meeting (2024-03-08 09:35 GMT-7) - Transcript**

### **Attendees**

Amber Stock, Curiosity Carolyn, Eva Hamant, Ian Wilson UHC, Joan McQuade, Lisa Ehlenberger, Mandy Harman, Michelle Rademacher, Morgan O'Hara, Patricia Sandino, Stefanie Schwartz-Jacobs, Wendy Herring - OIFA Mercy Care

### **Transcript**

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### **Call to Order**

**Morgan O'Hara:** Should be all set to go.

**Lisa Ehlenberger:** Okay, hereby call to order this regular well this special meeting of the DES DDD District central independent oversight committee. Today's date is March 8th 2024. The time is 9:35. This is a special meeting of the IOC. It's being held electronically, the meetings being recorded and the transcript of that recording will be posted on the ADOA slash IOC website in an effort to avoid excess background noise and potential microphone feedback. Please meet your microphone when you're not speaking. The host of the meeting you Can mute you but then you can unmute yourself when you would like to speak by clicking on the microphone icon at the bottom left hand corner of your screen or depending on your platform where that is additionally. I've been asked to read the following statement. Do we have anyone that has to disclose a conflict of interest if the committee member needs to disclose why?

### **Conflict of Interest**

**Lisa Ehlenberger:** Any conflict of interest for today's meeting? Okay, and then now we'll just have introductions of those present in the meeting.

### **Welcome and Introductions**

**Lisa Ehlenberger:** I did want to also just so I'll go ahead and I guess introduce myself. My name is Lisa Ehlenberger. I am the new District Central IOC chair, and I am a guardian of a member. That's a participant of DDD or a member of DDD as well. As my trade background is in Psychology educational background and evaluating for disabilities in the educational setting as well. And I just thought as a kind of a new trend



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potentially that we can introduce ourselves and give a little bit of our background so that we know what we bring to the IOC whether you're a parent guardian and kind of what your overall General background is, Michelle or Morgan. Would you be able to help and assist? having others introduce themselves

**Lisa Ehlenberger:** Thank you.

**Morgan O'Hara:** Absolutely. Do you want to have some of your committee members be awesome Eva?

**Lisa Ehlenberger:** Yes, please.

**Morgan O'Hara:** Would you like to go for it?

**Eva Hamant:** I am Eva Hamant and I originally got on it because I was the parent of a child which was the requirement to have somebody with a child on the committee and I was in school at Educational Advocate I've done positive behavioral Sports training because my adult child now uses an augmentative communication device. I also done a lot with the communication of augmentative communication and getting people with developmental disabilities to have communication systems Yeah, long time ago when there was a *district central. I was actually South chair for a year.*

**Lisa Ehlenberger:** Awesome. Thank you Eva Carolyn.

**Morgan O'Hara:** your muted Carolyn

**Curiosity Carolyn:** I was forget. Okay, my name is Carolyn Wilmer. I have a master's in pathology, which is a study of disease and a master's in public health. And my background is that I have worked in childhood health for gosh over 20 years first in childhood lead poisoning then in childhood immunizations and then in Head Start where I was a health specialist and in that role, I was responsible for ensuring that children and Head Start got all the appropriate Health Care Services regardless of insurance coverage the epsdt schedule and I was also responsible for making sure that we had high quality health plans for children in the classroom with special Health Care needs and it sounds like what is she doing here? But my sister-in-law my husband's sister, Nicole who has unfortunately passed away was a member of DDD and so that sparked my interest in volunteering in this committee and it's actually surprising how well my Head Start experience and my general

00:05:00

**Curiosity Carolyn:** Health knowledge because I have to deal with the wide variety of health issues in my job transfer surprisingly to the IOC.

**Lisa Ehlenberger:** Thank you Carol.

**Morgan O'Hara:** Amber, would you like to introduce yourself?



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**Amber Stock:** Good morning. I'm Amber stock. I have two of my own children that are members of DDD one with cerebral palsy, Muscular Dystrophy and epilepsy, and the other one is a 10 year old with autism and DDD. I have spent the last 26 years in public education. My most recent job was a director of special education for an alternative education program here in Phoenix, and I have been honored and requested by Lisa to sign up for this. I feel very honored to be here and just appreciate this wonderful opportunity. So, thank you Lisa for having me. Nice to meet everyone.

**Lisa Ehlenberger:** Thank you, Amber. I look.

**Lisa Ehlenberger:** Let's hope our other committing member comes on soon and that we can. move forward with some of that business

**Morgan O'Hara:** Yes, it's called great to have you Amber joining us today, Stefanie you want to go for you?

**Stefanie Schwartz-Jacobs:** Good morning. I am Stefanie Schwartz Jacobs. I am the deputy assistant director for DDD and I oversee State operated residential services and the employee engagement team. I've been with the division for 27 years. I started off as a case manager and worked in policy as the administrator for seven years prior to coming to DDD. I worked as a direct care worker when I was in college for adults coming out of the state institutions in Pennsylvania. And I also ran privately run facilities in Arizona before becoming a case manager. So Leah said you didn't have anyone here. So I'm very excited to start joining your meetings. And talking about the State operated with you all. So, thank you.

**Morgan O'Hara:** Yes, thank We are glad to have you Ian.

**Ian Wilson UHC:** Hi, good morning. My name is Ian Wilson. I'm a member advocate here with United Healthcare.

**Lisa Ehlenberger:** Thank you.

**Morgan O'Hara:** Thank you, Wendy.

**Wendy Herring - OIFA Mercy Care:** Good morning everyone. I'm Wendy Herring *I am with Mercy Care and the Office of Individual and family. I just started 3 week ago, I'm going to continue saying that until my 90 days and just keep adding weeks next week. So I have a 27 year old son who lives with autism. He was diagnosed at 3 and* Just cheerleaders ever since I was always his cheerleader, but his robust cheerleader all the way through his IEPs phases in life. He has had a job at Fry's for five years that he got assistance with Vocab rehab and he loves that job. He takes it very seriously. We're very proud of him. I actually have another son not to be forgotten who lives with some Behavioral Health diagnoses. In my professional career, I worked for DDD as a support coordinator for a couple of years. I worked on food stamps. That was my first job a long time ago, and then most recently left a 14 year career in Behavioral Health to come to Mercy Care. So I'm super excited to be here and to get to know everyone and look forward to being part of this meeting.

**Morgan O'Hara:** Yes, thank you so much Joan.



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**Lisa Ehlenberger:** Thank you.

**Joan McQuade:** Looking at good morning My name is Joan McQuade and I'm with the office of individual and family affairs. And I oversee the team that has the Liaisons as well as the folks who redact the incidents. And my other role is as a member and family advocate. And I don't know if I've ever told everybody this before but back in the seventies when I was in high school. I did volunteer work for the masses. It was the mass Arc. And There Was A Drop in Center that I used to volunteer at and we used to put on Dances once a month And I decided I was going to be a special ed teacher. So I went to college for two years to be a special ed teacher and then marriage and babies got in the way and I stopped going to school.

**00:10:00**

**Joan McQuade:** Fast forward 30 years and interesting career choices and I ended up finishing a bachelor's degree in psychology. Which allowed me? To get a position with DDD as a support coordinator. About a little over 10 years ago. And since then I've kind of maneuvered my way around through DDD, but it's kind of interesting that it took me over 30 years. from what I wanted to be of assistance for people with IDD To get from point A to point B. It's kind of like you ever see those diagrams of a bumblebee going from flower to flower and it goes all over the place like this. I guess that was me. So I finally found my home after a long time.

**Lisa Ehlenberger:** Awesome. Thank you for sharing Joan.

**Joan McQuade:** And I'm going to go off camera. I have a miserable sinus infection. I'm finally getting in to see the doctor this afternoon. So I look like something the Cat Dragged In but I am here listening and...

**Curiosity Carolyn:** right

**Joan McQuade:** here to answer any questions if you need me.

**Lisa Ehlenberger:** Thank you.

**Morgan O'Hara:** Thank you, Michelle.

**Michelle Rademacher:** Hi, my name is Michelle Rademacher. I am currently a DDD IOC liaison. Like Joan, I had many career paths before I worked with my psychology degree. When I moved to Arizona, I started as a support coordinator with the division of developmental disabilities.

**Michelle Rademacher:** I applaud Wendy. I made it three and a half years as a behavioral health support coordinator with DDD. It is very difficult. But it is very very necessary and I do have some family members with some diagnoses of my son's mental health disorders, especially as an adolescent. We worked in the system here in Arizona with him and then my nephew lives in Maryland and he's a very successful individual with high functioning autism and very proud of that 27 year old young man.



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**Morgan O'Hara:** Thank You And I'm Morgan O'Hara. I am newly with DDD as an IOC liaison, but previously I have been spent the last 10 years as a special education teacher. I've done Positive Behavior Support to the most recent Middle School resource. So that is where most of my knowledge comes from. So thank you all for being here. And we've got a vast amount of knowledge.

**Updates from DDD, ADOA, UHC, Mercy Care and PRC**

**Lisa Ehlenberger:** Yeah, so awesome. Thank you. I think we're gonna go ahead and jump around a little bit since we're still not at Quorum. How about any updates from DDD, ADOA, United HealthCare, Mercy Care, Etc or stayed up

**Morgan O'Hara:** Yeah, I can give a little update that we've got from our unit. So, since we didn't get a chance to kind of go over our data from our February meeting. kind of the January numbers is kind of what I was gonna go with. So there were 725 incident reports that were in the shared drive for January 71 of them were open and 654 of them were closed and there were 26 questions submitted for the quality assurance manager in January. And then I believe we have received a couple of sets of questions back as well. And then we've also finally completed all of our backlog from 2023. So that has all been sent out. You guys received the last bit of October last week. So from here on out should be pretty current stuff that you will be receiving from us in incident reports. And then we have our next Statewide chairs meeting is scheduled for April 25th. So if anyone would like to go to that just go ahead and reach out to us and we can make sure that you get the invite to that. And then there's also a volunteer appreciation luncheon. That's gonna be on April 24th. And so we hope to see you all there.

**00:15:00**

**Morgan O'Hara:** That was my update for today.

**Lisa Ehlenberger:** Awesome any other updates from maybe DDD, Mercy Care

**Lisa Ehlenberger:** Sorry, I have a barking dog. So I'm gonna be muting myself and possibly. If I do turn off my video it's due to Yes, Stefanie.

**Stefanie Schwartz-Jacobs:** Is there specific information? So when you had someone previously who stayed operations on your call? Was there specific information that you wanted to hear about or what? Are you hoping to hear from me?

**Lisa Ehlenberger:** I'm just any updates that might pertain to be known. I'm not sure exactly What beeline information or what information is typically shared from each department Morgan Michelle. Do you have any other guidance?

**Eva Hamant:** What state I'll see was on the agenda which is business which we cannot discuss.

**Stefanie Schwartz-Jacobs:** No, I was asking specifically.



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**Lisa Ehlenberger:** Correct. Yeah.

**Stefanie Schwartz-Jacobs:** I'm sorry Lisa. I'm good. Go ahead.

**Lisa Ehlenberger:** Yes, Stefanie, you were just asking about what we would want to hear from your department about any updates, right?

**Stefanie Schwartz-Jacobs:** Yes from my department. Yeah.

**Lisa Ehlenberger:** Michelle do you have any thought

**Michelle Rademacher:** Any information that would be pertaining to the members, the facilities and public information or incident trending information that you might find of interest to the IOC. And I know a lot of our departments also report back on because it's been of interest on Staffing and what that looks like if they're having an issue there. Does that affect members, too?

**Stefanie Schwartz-Jacobs:** Would you like to hear updates on my own prepared to share information?

**Michelle Rademacher:** Sure.

**Eva Hamant:** I would like to because I read closed IRs and see about the staffing issues at the aisle at the State opps.

**Stefanie Schwartz-Jacobs:** Yes, so I can let me just kind of update you probably because it's been a long time since you've had someone on the IOC meetings from State operations. So up until November of last year. We had four intermediate care facilities in Phoenix on November 15th. We Consolidated by closing our Campbell ICF. And one of the members. Became it had to change the condition and had to move somewhere else and the other members moved into existing vacancies into our Windsor and Pinchot home. And we currently have 33 members residing in Phoenix. We have 52 members residing In January of this year we closed in ICF on an ATPC campus. That's been our plan all along to consolidate because there's no new admissions into ATPC. Lisa.

**Lisa Ehlenberger:** And what can forgive me for asking but ATPC acronym so please?

**Stefanie Schwartz-Jacobs:** I'm sorry, I'm sorry. It's Arizona training program Coolidge. Yes, it's the call.

**Lisa Ehlenberger:** Okay, Coolidge.

**Stefanie Schwartz-Jacobs:** So I don't know if people have been down there. That's the large instant. I mean all the ICS are institutions that have five ICFs. Still operating with that recent closure in November and we have 52 residents that currently reside in Coolidge at those we also have three fifty...

**Lisa Ehlenberger:** How many numbers again?



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**Stefanie Schwartz-Jacobs:** Yes, we have three group homes in Phoenix. And we have one and one of those three group homes is a transition home where we do have a lot of staffing issues. That we have been working with a qualified vendor to help with Staffing and we have continuous recruitment to bring people To work in that home. And sure you see the incident reports. You can see possibly the reason why we have concerns with Staffing that home. It takes a very unique person that has patience and skills to work there. We have extra support in that home that supports the staff. Sorry, yes, Lisa.

**Lisa Ehlenberger:** Real real quick before we tried the three group homes that you're discussing. Are those the Wind group homes that are in Phoenix or...

**Stefanie Schwartz-Jacobs:** The three so Windsor pinch on an Earl are Intermediate Care Facilities.

00:20:00

**Lisa Ehlenberger:** these separate

**Stefanie Schwartz-Jacobs:** Our group homes are Kachina, Meadowbrook, and South Mountain. I don't know how much information you all receive.

**Lisa Ehlenberger:** Thanks, and...

**Stefanie Schwartz-Jacobs:** So yeah,...

**Lisa Ehlenberger:** So that's great though. Thank you.

**Stefanie Schwartz-Jacobs:** So the South Mountain Home that's the one I'm talking about I'm sure that's where you're seeing you're in the incidents with the staffing issues and the other things that happen there we have to have behavioral health entities that come in and provide support. They do continuous training with staff. The family has Camp live video recordings at all times in the home. So we're able to use the video recordings for training of staff. And we continue hi Mandy we continue to provide. Support there in that home. The Staffing is getting better in that home. I just approved additional people that had experience working there to become state employees. And we still have additional recruitments.

**Lisa Ehlenberger:** Thank you.

**Stefanie Schwartz-Jacobs:** Probably our biggest Staffing challenge. We have a lot of people that still work overtime that like to work over time. That's probably because we just can't put anybody in to work there. So from a staffing perspective, that's probably the home. That calls us the most is that home because you have to be trained to work there I can't go and work there. So you have to be trained to work there? Any other specific questions for me?

**Lisa Ehlenberger:** Okay. Thank you. I think that might be it unless somebody else has anything to ask her before we potentially go into a discussion review and have Mandy introduce yourself. Thank you.





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**Stefanie Schwartz-Jacobs:** Thanks.

**Lisa Ehlenberger:** Mandy, would you like to introduce yourself? And give it we're doing a little bit of a trade background. So after you just share your name,

**Mandy Harman:** Hi, I'm Mandy Harvey. I am a client of the state operated services and DDD, but I have also been a teacher for 20 years.

**Mandy Harman:** I am not on video right now. But at least you guys can hear me.

**Lisa Ehlenberger:** Thank you so much for joining dy. Great to hear your voice.

**Mandy Harman:** Yep.

**Lisa Ehlenberger:** So I'd like to kind of jump around and go into the discussion review and possible action on committee membership. We do have Amber stock. She'd like to join as a Committee Member for the independent oversight committee District central. I'm going to need a little help from Morgan and Michelle and in regards to how I don't know if we need to go into executive to discuss this and then come back into the public section. So if you can give me some guidance on that, that would be great.

**Michelle Rademacher:** So the guidance does the committee feel that a need to go into executive to bring a motion for Amber to be a member of District central IOC.

**Lisa Ehlenberger:** So I don't think we need to discuss it. Carolyn says no. Mandy, no need to discuss. Okay, so then I'd like to recommend somebody make a motion that's not me, correct?

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

## **Motion**

**Curiosity Carolyn:** This is Carolyn. I made a motion To accept Stephanie Schwartz Jacobs.

**Lisa Ehlenberger:** and Amber

**Curiosity Carolyn:** No, sorry Amber Stock into our committee

**Lisa Ehlenberger:** We need a second.

**Mandy Harman:** I second.

**Lisa Ehlenberger:** Mandy Second thing all those in favor of Amber stock becoming a District central IOC member

**Lisa Ehlenberger:** I'm in once you say yes,...



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**Eva Hamant:** I thought we had a roll call don't we

**Lisa Ehlenberger:** you're approving of it. Then I'll ask if anybody is opposed and if there's no opposition then we can move forward. It's a new thing Eva and just found out.

**Eva Hamant:** Okay, I approve.

**Lisa Ehlenberger:** So Anybody opposed to Amber stock being a member of IOC. No one opposes. So therefore Amber is welcome. Thank you

00:25:00

**Amber Stock:** Thank you again.

**Lisa Ehlenberger:** And now you can be a part of all of our discussions.

### **Call to Public**

**Lisa Ehlenberger:** Great, very very happy to have I'm going to go ahead and jump back to since this is still now. We're an official meeting. Of course. I'm with Mandy here and we've voted for Amber. We're a committee of five now and I'd like to go ahead and call to public since it is something that's necessary. So I extend a welcome to any member of the public attending this meeting of the DDD District central independent oversight committee. You're invited to make a comment if you wish but your comments will be limited to three minutes and there will be not a discussion following your comments. Thank you for your adherence to this time. Is there anybody from the public that would like to speak?

**Lisa Ehlenberger:** Okay, I think we've given enough time for the public to announce themselves.

### **District Central IOC Meeting Day and Time**

**Lisa Ehlenberger:** So we'll go ahead and go back to a couple of things. I'm gonna be number one. Is this something that the District central IOC an meeting day and time currently. We are meeting on the fourth Monday of every month at 10 am and that's proposed for our next March meeting. I would like to open up the discussion of our IOC committee members as well as individuals from DDD. If there's any conflict, I'd like to just kind of open it up to the possibility of changing that to a different date so that we can accommodate those individuals that maybe Mondays are difficult for them to attend especially if they have a career and First Monday morning, it might be difficult for them to be on a volunteer committee. I'm not sure I don't want to and I don't think we have enough information to make a motion for changing our dates at this time, but I'd like to just kind of put it out there and see what other IOC committee members and DDD if we can potentially change the date of our monthly meeting to maybe Fridays at 9:30 AM or Fridays at 10. Am I know some districts also just district West do five pm on a Tuesday. Yes Eva.



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**Eva Hamant:** I was looking towards maybe people throwing out. Dates so that we can all think about it and look at our calendar to see it rather than just saying possibly change it. So you mentioned Friday at 9:30 and so what would anybody else would like to move the date to? I would not like to move it to Wednesday afternoon.

**Lisa Ehlenberger:** Yeah.

**Lisa Ehlenberger:** Okay, you would not want to be on in the afternoon Okay. Yeah and...

**Eva Hamant:** Or just not Wednesday afternoon.

**Lisa Ehlenberger:** Got it. So I just think that I just wanted to open it up so that when we come back in March we have some ideas and we can always keep it to Monday at 10. Am I know that's fine. I just wanted to open up the discussion for our committee. to think about Are there any thoughts on this?

**Amber Stock:** and flexible

**Lisa Ehlenberger:** And Carolyn

**Curiosity Carolyn:** I'll have to email you. I think the only day that might be questionable is Thursday, but I'll get back to you on that.

**Lisa Ehlenberger:** Okay and Mandy you and I Mandy. What are your thoughts?

**Mandy Harman:** The best time for me is in the morning before one o'clock or so, but great. I mean it would. Depends on the day, but I'm open mostly.

**Lisa Ehlenberger:** Most days, okay.

**Curiosity Carolyn:** Maybe we should ask the question...

**Mandy Harman:** Yeah.

**Curiosity Carolyn:** if anybody needs it to be changed from the regular date

**Curiosity Carolyn:** if anybody finds the fourth Monday difficult.

**Lisa Ehlenberger:** I think what I got, I just got some feedback from some individuals that potentially may be future committee members that Mondays are difficult.

**Curiosity Carolyn:** Okay.

**Lisa Ehlenberger:** Monday mornings are difficult to attend a volunteer committee when they have careers, sometimes it's hard but at the end of the week is easier is what I've been told...



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**Curiosity Carolyn:** Yeah.

**Lisa Ehlenberger:** but I'm flexible as well.

**Mandy Harman:** I also have some trouble making it. On Monday mornings, cuz I have a lot of medical needs that I have to take care of on those things days.

**Lisa Ehlenberger:** On Mondays, okay.

00:30:00

**Mandy Harman:** That's why.

**Eva Hamant:** Eva okay, Thursday morning

**Lisa Ehlenberger:** What did you say Eva?

**Eva Hamant:** I can't do Thursday morning.

**Lisa Ehlenberger:** you cannot So I think that maybe we'll just put this on subject on this on the shelf and add it to the agenda for March 25th, since we're still going to attend March 25th at 10 am we'll keep that meeting as the regular March meeting and then we'll move on to our next

### **Training for IOC Members (Article 9 & Code of Conduct/Ethics)**

**Lisa Ehlenberger:** I'd like the next area on the agenda. I'd like to discuss before going into some other ones such as training for IOC members article 9, the code of conduct/ethics, which is new. There's a little training for volunteers. We might need to push this onto the agenda for the March 25th one as well because I think this might include others that are not on the meeting from DDD. I'm thinking that it might be a good idea to have a every six months having somebody attend our IOC meetings that just as a 15 minute Brief Review of article 9 not the four hour long training, but just any updates on kind of I'm not sure if other I think it just helps with just to keep that in our Forefront of our memory. because it's article 9 That's why we're here. Right? I mean that is the And I know that and then also all to allow for any questions about additional training to happen during that time that we might want to bring to the IOC meeting.

**Curiosity Carolyn:** Yeah, and I'm embarrassed to admit that I still need training.

**Lisa Ehlenberger:** and I haven't done it in years and it's supposed to be required every three years for us as volunteers to go through that article 9 certificated training. So that was another thing that I wanted to discuss is whether DDD can offer the article 9 training separate from their regular schedule for IOC numbers. I think that's something that's been brought up in other districts as well so that we can have more of a private not a private article 9 training, but it's because we're gonna have different questions. Then the individuals that are required to take article 9 training certificates for their jobs at provider agency Etc are our thought process might be a little bit more detailed and we don't necessarily may not want to ask. questions



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in a larger online group setting that involves a lot of individuals that are a little bit more focused to IOC to the independent oversight committee volunteer. I guess does that make sense? And Michelle and Morgan, I'm not sure who we would want to invite, maybe to March's meeting to see if we can discuss that or if that's something that we do emotion to request. that information

**Michelle Rademacher:** So I am aware. I did reach out last quarter, Per the Statewide IOC meeting about article 9 training for IOC members. that training would be the full class and the training team to get back to me and let me know that they would accommodate IOC members with an off, if you wanted it on an evening or if you wanted the training on a weekend day that they were able to and willing to provide that training for the purposes of the IOC and then I know that Lisa you and I talked about the potential of having a non-certificate training class for IOC that would be a compressed class. That's not the full four hours. The regular training for article 9 is four hours long and that's the class that you would be earning a certificate and then there is also training that's been done in the Past for IOCs that were compressed and about I want to say two hours and not certificate bearing.

**Lisa Ehlenberger:** so maybe that's something that we can do instead of it being twice yearly maybe a article 9 brief once yearly during an maybe a regular IOC meeting where we shorten the agenda or just have a brief agenda and then go right into that but what are the steps that we would need to take to get this special article 9 full class for our IOC members where I can discuss with each IOC volunteer individually without breaking open long or...

00:35:00

**Michelle Rademacher:** Okay, so open meeting law.

**Lisa Ehlenberger:** open meeting

**Michelle Rademacher:** Does it also apply through email communication? So you can communicate one to one with an IOC member and...

**Lisa Ehlenberger:** Correct.

**Michelle Rademacher:** that doesn't break Quorum when communicating as a group through email. That's why we liaison's blind carbon copy that way if someone would send a comment to the whole group or Express an opinion or their position to the whole group, that would be Open meeting law. But if you blind carbon copy, then it doesn't break open meeting law you only goes to one person.

**Lisa Ehlenberger:** So basically what I'm recommending is that I might like to organize this member full class article 9 training, so I'll get to volunteer with each member individually and then reach out to Morgan and I believe Mandy has her hand up.

**Mandy Harman:** He just wanted to let you guys know for a second. I have to mute and turn the video off because I have to take care of something, but I'm still listening.



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**Lisa Ehlenberger:** Thank you Mandy. Thanks for letting us know.

**Mandy Harman:** Yep.

**Lisa Ehlenberger:** So once I get those potential dates for that for our block from our volunteer group, should I just reach out to Michelle you and Morgan? And...

**Michelle Rademacher:** Yes, yes,...

**Lisa Ehlenberger:** Then you can help us coordinate. Okay.

**Michelle Rademacher:** if you keep us in the loop, then we'll reach in to the internal training Personnel for getting that scheduled. We'll also like to open it up to see if any other IOC members would want to attend if it's conducive to them as well.

**Lisa Ehlenberger:** from other districts, I think that was that the other thing that was still within that agenda item the trainings for IOC members is I also like to come up with a live type of training for the new volunteers and any other IOC volunteers that would like to join to walk through accessing IRs. This is kind of an agenda item of discussion review of incident reports as well as training. So I don't even know how to discuss this. Let's see. To basically have a Hands-On. tutorial for accessing IRs through the electronic model as well as how to phrase questions for IRs Potentially on an Excel document so kind of a discussion of just the generals of IRs and I'm wondering how we can go about who we would ask to remotely sit with some IOC members that would like to spend maybe 30 minutes walking through accessing IRs. And kind of going through what the responses are and where we're going to find those as well as where we can address our questions maybe on an Excel document that doesn't duplicate what we are already doing and maybe come up with an efficient way of us putting the questions in an Excel doc. With a confidential number and then that way the response is then just go right to the far right of it the way that you guys are organizing them. Where we're part of that. Does that make sense? And I'm not sure if that would be a James Mayo question and he won't be back till April. I believe Eva, you have your hand up.

**Eva Hamant:** Okay,so since I do them a lot. so we need a techie person to set Amber up with how to get into the Dominic or whatever. That guy's name is I think he's the one that shows up when I get into my Gmail.

**00:40:00**

**Eva Hamant:** Open it up. So would it be a breach of confidentiality if I would show Amber stock how to do it because technically what happens is when you read the IRS if you click on this little box and a box shows up and you type in the questions and everything goes to DDD and

**Lisa Ehlenberger:** I think it might need to be something that we do in executive to make sure that we're not and that would be my recommendation potentially in March is executive meeting or executive portion of the IOC meeting because it's going to be difficult I think for us to do this. Remotely without discussing 12 I think it might be difficult.



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**Eva Hamant:** The biggest problem comes in. Amber needs to connect with an IT guy to allow her access to do it. And so

**Lisa Ehlenberger:** Michelle Go ahead.

**Michelle Rademacher:** I don't mean to interrupt however with the onboarding process the liaison's do send in the ticket for the IOC member to receive access. We like to help with that and that's something that we've been doing, is setting it up so that access is in place for review to the shared drive because you have to have permission and then we set up a one-to-one meeting with the new IOC member and go over what they're looking at in an IR, as in explain what each section is and means and explain how to make a comment, explain where the comment comes from. I am. I personally worked in DDD quality for two and a half years and I worked from an incident investigator to I also supported our incident entry team and I also supported our nurses that went out and did health and safety. So I've got an extensive background in DDD District quality and what you're looking at in incident reports, but I'm not sure, Lisa, what you're asking right now. Is the current process with the comments and questions that we do or is it not working out? Are you looking to change it?

**Lisa Ehlenberger:** I would like to maybe, what I can do is when you do the onboarding with Amber if it's okay if I join in and would it be possible for any other IOC volunteer to join in as well to get a refresher? And Amber,...

**Michelle Rademacher:** Absolutely.

**Lisa Ehlenberger:** Are you okay with that? Okay, then is that something that we need to make motions to allow for that or is this something that would just be something that you would set up with Amber for a good time? And as far as a good time that works in her schedule to do the onboarding and then invite the other IOC volunteer committee members to join if they're able to, would that be possible?

**Michelle Rademacher:** Yes, that is Morgan and...

**Lisa Ehlenberger:** Great.

**Michelle Rademacher:** I both would be present for that and we'd be able to do that for sure.

**Lisa Ehlenberger:** That would be great. I would definitely want to be included and I think Carolyn you mentioned you might want to be included as well. Yes, okay.

**Michelle Rademacher:** And while we're on the topic, if you don't mind me interjecting, Carolyn, I had a question for your email. Right now that we correspond with you through this email. However, your email that you have access to our shared Drive is different from that. It is not the Outlook email.

**Lisa Ehlenberger:** You're muted Carolyn. It might be the same reason mine is different too because we need a Gmail account for the shared Drive.



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**Curiosity Carolyn:** Yeah, I don't remember. It was either because I needed a Gmail account or because I didn't yet have my Outlook account. So yeah, that's why.

**Michelle Rademacher:** And does that work for both of you? It's easier to access through Gmail than it is through another account. However, you can still access the shared drive through a different authorized account. If you would want to add both I can certainly, Morgan and...

**Curiosity Carolyn:** Okay.

**Michelle Rademacher:** I can send the ticket in to it and walk you through that.

**Curiosity Carolyn:** Yeah, that would be great just in case. Yeah. And is it curiosity Carolyn?

**Lisa Ehlenberger:** I'll take that as well.

**Michelle Rademacher:** Okay.

**Curiosity Carolyn:** Do you remember?

**Michelle Rademacher:**

**Michelle Rademacher:** I can look right now. Just give me a moment. I'll go right in there.

00:45:00

**Curiosity Carolyn:** right

**Michelle Rademacher:** And you said Lisa as well you would like to change at least add the additional?

**Lisa Ehlenberger:** yeah, I'd like to add the additional one that I typically use because I also do it through Gmail because it's easier to get to this meeting through my Gmail. It'd be great if I can get both of them. I think you have both of them.

**Michelle Rademacher:** I believe so. I'll verify through an email. So yes Carolyn, you're definitely on here as curiosity Carolyn.

**Curiosity Carolyn:** Right. Okay. Thanks.

## **Policy Changes**

**Lisa Ehlenberger:** Okay, because this is a special meeting and we are trying to keep it as brief as possible for others since it is out of the typical time and frame it for our meetings. I know that there's some areas in the agenda that we haven't gone through but I'd like to leave it up to Eva if she wants to bring up the couple of areas that she like the policy changes that something you'd like to discuss and this meeting Eva or would you like to take it and move it forward to March 25th?





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**Eva Hamant:** The biggest problem comes in is the reason why I want to do it is because the policies will be put into effect on March the 24th. And so therefore we have missed early notification because we did not have a meeting. In February, and if we want to make comments, we have to put them in now.

**Lisa Ehlenberger:** Okay.

**Eva Hamant:** So I will try to keep it brief and just do two that I really would like to ask questions on. So one of them has to do with chapter 22 provisions and restricted techniques and one of the things that have always been brought up in PRC is restitution. And they are putting restitution back into being able to do that in policy chapter 200 and

**Lisa Ehlenberger:** chapter 200 or 22?

**Eva Hamant:** chapter 200 so the restitution the goal is to identify and to internalize in a member's behavior plan. The member has to have an understanding of that restitution plan and the purpose of the restitution plan. So that the member can accept their responsibility and learn and...

**Lisa Ehlenberger:** Okay.

**Eva Hamant:** then they have a state statute set forth additional rights of those with developmental disabilities, including not limiting to care compensation for labor. So in other words to do restitution, the planning team has to decide and they have to go into the behavior plan. So it has to be approved by the PRC. so

**Lisa Ehlenberger:** So you're saying that current practices are in current policy, that it has to be approved by PRC or is this the potential change?

**Eva Hamant:** This is going to be going into effect, March the 24th.

**Lisa Ehlenberger:** Where from now what was it before? Eva

**Eva Hamant:** Before you can do restitution.

**Lisa Ehlenberger:** got it, and now they're Doing a policy change that's gonna go into effect March 24th. it's going to restitution will be decided upon on an individual basis as to whether that individual has the concept understanding. or the restitution

**Eva Hamant:** and the goal in the big and the BTP the goal has to and they have to understand so when they do the property damage or whatever they did to need restitution the goal and the behavior plan is to effectively change that behavior so that they won't redo it. so

**Lisa Ehlenberger:** okay, and so you're concerned in regards to this is



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**Eva Hamant:** I don't do PRC. So I just wanted everybody to understand that restitution was now going to be when you do program Review Committee restitution. And so you're going to have to in some ways probably everybody should look at the rule so that you can understand to make sure that When they allow restitution in the BTP that it follows the policy. Is it just the fact that they can't take away more money than they have. So there are certain rules. I mean more than I can get into people IOC members who are going to do PRC need to read that policy and I could send it to Morgan and Michelle and make sure that everybody.

00:50:00

**Eva Hamant:** Reads the policy so that they understand what is required restitution. And do we want to allow that? The biggest problem is James is not here and it's the fact that members who are cognitively able to do damage and understand that they don't have to have any consequences. And so they've decided that they came up with this. I don't know who did it,...

**Lisa Ehlenberger:** this policy change

**Eva Hamant:** But They came up with this policy so that people understand what they're doing when they do the damage. They have to learn to change their behavior and they have to Forfeit, they have to pay back within a reasonable amount. They can't take all their money. They have to

**Lisa Ehlenberger:** Okay, so I think it would be great. If you send that policy to Morgan and Michelle and then Morgan and Michelle can send that out to each to us so that we can have it really fresh in our memories while we continue to go forward with PRC which is Program review committee When we review the behavior treatment plans that are attached to the person-centered service plans. I think that'd be great Eva and I hear I know that you kind of spoke for James and his rationale with why this policy was changed or going into a fact is I think it's likely related to some of those individuals that really do understand that if I break this out of anger that okay. I don't have to pay for it afterwards and they clearly understand that. They don't have a consequence and that's an indication that they understand that they can choose okay, I'm gonna do it because I don't have a consequence and guessing that the policy is indicating that it's going to be decided in the program Review Committee as to whether or not they have the capability of understanding that cause and effect relationship.

**Eva Hamant:** And I have another one. Sort of information is making a comment chapter 700. Is all these on behavior modification medications the reason for change. So they are taking herbal medicines and supplements and sleep meds are no longer going to require a behavior plan. And then the other one is that this policy of 700 melatonin will not require a behavior plan anymore. for Sleep meds, but then they talk about

**Lisa Ehlenberger:** But other sleep meds will still require a behavior treatment plan if they're psychotropic, correct?

**Eva Hamant:** It says they clarify that the scheduled dose solely for the purpose of sleep preparation such as melatonin are not considered psychotropic medications and don't require a BTP. So Yeah,...



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**Lisa Ehlenberger:** And that makes sense.

**Eva Hamant:** I could send this one and then the other one is and this is what I would like to. So what happens and they talk about these SEC? So they have first and second generation meds. And they were talking about the second generation like antipsychotic medications. And are less likely to call. Targets and dyskinesia, these meds carry a high risk of heart disease diabetes and significant weight gain. Significant weight gain can result in the development of metabolic symptoms, which carry at least three or more of the following increased waist circumference elevated triglycerides reduced HDL, which is good cholesterol elevated blood pressure and elevated fasting glucose. and I was wondering if the committee would like to make a recommendation that if people are on these second Generations antipsychotic medications that before they go to PRC that they see their primary care physicians get a

00:55:00

**Eva Hamant:** an A1C, a fasting blood sugar, a cholesterol their blood pressure so that when the May review it they can make recommendations that Taking these medicines are impacting their health. Is that something that is What we can do or not. I just

*Chat Message: Morgan O'Hara: Executive Session  
Link-<https://meet.google.com/fdu-xuny-syn>*

**Lisa Ehlenberger:** I'm not sure mean if I'm thinking about it, I think it would be really difficult to require all caretakers to bring the members to a PCP appointment and get a full blood work panel done prior to a PRC meeting. of course it's a great idea but I think that it might be an unrealistic expectation for those to occur since they already have their Med reviews that we're looking at in the PRC. we're already looking at all of those areas and sometimes of course there they saw the doctor a month ago before PRC and that's great when we have all that information from their most recent doctor appointment. But other times they have been waiting eight weeks to get in to see their PCP and their appointment isn't until a month after PRC. What are others and I don't think we have Patricia on call today. Maybe we can discuss this. I know that it's already in that policy change, but maybe we can always discuss it again in March and the March meeting when everybody's present that maybe just to turn that into an agenda item to discuss

**Curiosity Carolyn:** And I can share something that would impact kind of that which I can share something. looks also explain why it's probably not feasible. And that, insurance is going to cover blood work at certain schedules and they're not going to be willing to pay for blood work that is done for PRC. So but I share Eva's concern. the medical welfare of our members and I know the doctors can be. Pretty lackadaisical about medical care for people with developmental disability. So I would like to see further discussions about how we can help ensure that members are getting appropriate things like blood work and stuff. And of course sometimes behaviorally it's very difficult to get blood work from some members as well.

**Lisa Ehlenberger:** Okay, so I am everybody in agreement that will add this to March 25th. Agenda. what are recommendations to label it so that we remember and it triggers her memory.



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**Eva Hamant:** We could talk about chapter 700 behavioral support manual.

**Lisa Ehlenberger:** 700

**Eva Hamant:** No.

**Lisa Ehlenberger:** And I'll just put on antipsychotic meds.

**Eva Hamant:** Yeah. it's

**Lisa Ehlenberger:** I'll put antipsychotic meds. and just put

**Eva Hamant:** It's a second generation antipsychotic medication.

**Lisa Ehlenberger:** Okay, I'll put on the agenda's second generation antipsychotic meds. I'll recommend that to be added to our agenda for March. Okay.

**Eva Hamant:** Okay, one other interesting thing was in reading all these things when they talked about the behavior of the beat. The Program Review Committee IOC was not listed. As somebody to be a member of that committee. but I found it interesting: were these 100 applications definitions and guiding principles? Independent oversight committees are responsible for developing, reviewing, approving and implementing Behavior plans for division members.

**Curiosity Carolyn:** And you see that again Eva?

**Lisa Ehlenberger:** Where was that?

**Eva Hamant:** 100 applications definitions and guiding principles and in that it says independent oversight committees responsible for developing, reviewing, approving and implementing Behavior plans for division members. And I said why do we have that as in this and...

**01:00:00**

**Lisa Ehlenberger:** Okay.

**Eva Hamant:** it's not and we are not in program Review Committee policy.

**Lisa Ehlenberger:** Could you send those two sections to Morgan and Michelle to send to us? And then we can add and...

**Eva Hamant:** Sure.

**Lisa Ehlenberger:** then we can add that to the agenda as well. I'm just going to put

**Eva Hamant:** and here's and...



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**Lisa Ehlenberger:** I'll find out.

**Eva Hamant:** There's another one because I need to understand this. Of their more things than I know what to do with but chapter 52, which is habilitation staffing requires so chapter 52 has to habilitation staffing schedule requirement and annual review. So preparing and submitting daily half-staffing for schedule for group homes and supported living sites. I said, when you read those PRCs and read the person centered planning document and they have had goals or learning to brush their teeth. I want to know how they send to DDD these habilitations staffing schedule. And then when I went to the other one more of it five business days prior to it all known our plan of that members moving in or out school breaks a holiday. They have to send their habilitation schedule. Business days of all unplanned events like hospitalization or illness so I just didn't understand chapter 52,...

**Lisa Ehlenberger:** And that's chapter 52.

**Eva Hamant:** Leah's not here.

**Lisa Ehlenberger:** can respond to that

**Eva Hamant:** Yeah, because Yeah, because according to this group homes are not allowed to do habilitation unless they schedule it and then there's an annual review. And so, they're required to do activities but activities are not considered habilitation unless they schedule a five business days ahead two business days and events.

**Lisa Ehlenberger:** Okay. So Eva, I'm gonna add policy changes to the agenda. we'll carry that forward and I'm just gonna put an indication chapter 52 and chapter 100 IOC. requirements Etc

**Eva Hamant:** and in Lisa I said that a copy of this thing that I have because they're ...

**Lisa Ehlenberger:** Then I'll do this one as well.

**Eva Hamant:** There are a lot of.

*Chat Message: Joan McQuade: I have to leave the meeting. If there is anything that I need to address, Michelle and Morgan can let me know.*

**Lisa Ehlenberger:** And if we think about it this way Eva is that even though these policies are going to go into effect on March 24th. If we do have significant concerns after we've thank you Joan. I believe a couple people have had to leave a meeting. We can always discuss it and then we can potentially take some action moving forward based upon the discussion with the individual's present that can kind of give us guidance on what that potentially meant. Yes.

**Michelle Rademacher:** I just wanted to provide a little bit of input regarding the group home habilitation staffing schedule and my work with support coordination. I am aware that the group homes when they bring



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a new member into the home and they provide a staffing schedule for habilitation that goes to network and it's approved and what you're speaking of with any changes to that habilitation schedule if there were changes to the member schedule for instance school breaks would be a change to the member schedule, which would be a reason for the Group home to send in those changes to DDD Network for Staffing changes based on the change to the member schedule. Does that clarify it a little bit more? Okay.

**Lisa Ehlenberger:** Yeah, and then Eva you're still wanting to keep that on the agenda for March though, correct?

*Chat Message: Wendy Herring - OIFA Mercy Care: Here is my email for future invites: [Wendy.Herring@mercycareaz.org](mailto:Wendy.Herring@mercycareaz.org)*

**Eva Hamant:** I get I guess part of

01:05:00

**Eva Hamant:** I guess I need people all that do the Program Review Committee need to be aware of some of these policies that are going to impact when you do PRC and...

**Lisa Ehlenberger:** Okay.

**Eva Hamant:** read programs and look at the person's Center of service plan.

**Lisa Ehlenberger:** Okay, so I'm going to just add that to the agenda for I'm gonna carry that forward to March's agenda Eva so that we can have a discussion with hopefully the other individuals that will be here to respond. Okay, and...

**Eva Hamant:** Okay.

### **Committee Round Table/Items for Next Meeting**

**Lisa Ehlenberger:** Then maybe we can kind of narrow down the concerns again on that. Does anybody in regards to I know that we have a lot of items that were actually kind of moving forward towards the March meeting. Do we have any motion or would we like to go into executive session or would we like to move that to March March's regular meeting? I'm gonna leave it open to our IOC numbers. Carolyn Eva

**Eva Hamant:** Remember when Morgan made the thing so not only did I make comments, but when I got the responses I made other comments because I was not happy with the responses. cell



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**Lisa Ehlenberger:** Would you like to go into executive va? Or wait till March.

**Eva Hamant:** I'll wait until March.

**Lisa Ehlenberger:** So I believe that I don't know if I need to make a motion to adjourn this meeting in the meantime. I'm just kind of

**Lisa Ehlenberger:** But are Michelle and Morgan when you do the onboarding with Amber that you'll open it up to other IOC Committee Member volunteers to join in that. IR tutorial I think it would really benefit. I know I would love a refresher because they know that it is always beneficial so the committee I need somebody to make a motion to adjourn.

**Eva Hamant:** Can I ask I thought on the agenda we were going to talk about either the ASH things. So you're gonna move that to March 2 and...

**Lisa Ehlenberger:** we were gonna

**Eva Hamant:** What about the thing with the ASH and I thought there was something on the agenda for IOC going to State Ops and...

**Lisa Ehlenberger:** I'm sorry. What?

**Lisa Ehlenberger:** we

**Eva Hamant:** since she's here

**Lisa Ehlenberger:** We have a couple of things. I'm not sure that that was something that was monitoring of ICF. I'm not sure if Stefanie can know the background of that and so because we don't have a lot of the individuals here from DDD and ADOA to kind of relate to the information Frederica had some information on it. I'd like to maybe push that towards March if that's okay. Thank you Eva.

### **Adjournment**

**Eva Hamant:** So I made a motion that we adjourn. this IOC special meeting

**Lisa Ehlenberger:** the special meeting

**Lisa Ehlenberger:** and second

**Lisa Ehlenberger:** Mandy seconds it And do we need to say all those in favor? Say I? Okay. Okay.

**Eva Hamant:** Hi.



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**Lisa Ehlenberger:** Anybody opposed to turning it? No, okay. Thank you so much everyone and thank you for joining in this special IOC meeting and I look forward to seeing you all on Monday, March 25th at 10. Am and in the meantime. I look forward to getting an invite to do the onboarding remote tutorial for the IR accesses. Thank you, everyone.

**Stefanie Schwartz-Jacobs:** Thanks for having me. Bye..

Meeting ended after 01:09:07 🙌

For January IRs, the Committee members have been given a total of **725** incident reports in the Shared Drive. This included open **71** and closed **654** reports.

Type	Open	Closed
Accidental Injury	3	130
Consumer missing	1	7
Deaths	3	3
Emergency Measures	0	26
Human Rights	7	6
Legal	1	1
Medication Errors	1	56
Neglect	21	43
Other Abuse	26	40
Other-Behavior	0	198
Other -Injury unknown	0	128
Physical Abuse	7	8
Property Damage	1	0
Suicide	0	8
<b>TOTALS</b>	<b>71</b>	<b>654</b>

The desired IRs will be divided by the chair and equally distributed amongst the members.

**26-** Questions for Quality Assurance Management: Members of the committee will send the incident reports questions to the DDD Liaison: **Morgan O’Hara** to be forwarded to Quality for responses.





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**Adjournment**

**Meeting adjourned at 10:40 AM**

The next District Central IOC meeting will be held on March 25, 2024, at 10:00am in the same virtual format.