



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, March 13, 2024 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually via google meets.

Meeting called to order by Committee Member, **Suzanne Hessman**. The date was March 13, 2024, at 5:00 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

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

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Sarah McGovern, (Vice-chair)**
- **Elizabeth (Beth) Bird**
- **Kin Counts**
- **Teresa Brooks**

Absent:

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

Public in Attendance: **None**

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

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

Healthcare Plan Liaison: **Ian Wilson** (United HealthCare) **Wendy Herring** (Mercy Care)

DDD staff and guests:

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

Christina Hedges (DDD Office of Individual and Family Affairs Behavioral Health Advocate supervisor)

Katrien Filez (DDD PRC Administrator DE & DN)

Trudy O'Connor (District East Quality Improvement Manager)

Bernice Curro Sanchez (District East Program Review Committee Chair)

Joan McQuade (Office of Individual and Family Affairs Manager)

Morgan O'Hara(IOC Liaison)

Michelle Rademacher (IOC Liaison)



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

DDD District East IOC-Conference Call line (2024-03-13 17:04 GMT-7) - Transcript

Attendees

Berenice Curro Sanchez, Christina Hedges, Fredreaka Graham, Ian Wilson UHC, Joan McQuade, Katrien Filez, Kin Counts, Lawrence Allen, Leah Gibbs, Michelle Rademacher, moo blarg, Morgan O'Hara, Sarah McGovern, Suzie Hessman, Suzie Hessman's Presentation, Teresa Brooks, Trudy O'connor, Wendy Herring - OIFA Mercy Care, Wendy Herring - OIFA Mercy Care's Presentation

Transcript

This editable transcript was computer generated and might contain errors. People can also change the text after it was created. [Any blue italics transcription was missed by the transcriber.](#)

Call to Order

Suzie Hessman: Alright welcome everyone all ready for the district to East it is March 13th. 5 PM and Morgan, would you please read the conflict of interest statement for us?

Conflict of Interest

Morgan O'Hara: Do we have anyone that has to disclose a conflict of interest if the committee member needs to disclose why?

Welcome and Introductions

Suzie Hessman: Welcome everyone. I am Suzie Hessman and I am the chairperson.

Suzie Hessman: Let's go around and introduce Sarah.

Sarah McGovern: Sarah McGovern IOC East Vice chair

Suzie Hessman: Teresa

Teresa Brooks: Teresa Brooks, IOC Committee member

Suzie Hessman: Kin



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

Suzie Hessman: I was looking around at things. So I'm trying to see who else we have on here Beth.

moo blarg: Elizabeth Byrd Committee Member

Suzie Hessman: Did I miss anybody else on the committee?

Suzie Hessman: Morgan would you mind going through all the other guests, please?

Morgan O'Hara: Sure, absolutely, Larry.

Lawrence Allen: Good evening. Larry Allen with ADOA.

Morgan O'Hara: Thank you. Fredrica.

Fredreaka Graham: Hi everyone. This is fredreaka Graham with AHCCCS.

Morgan O'Hara: Thank you Katrien.

Katrien Filez: Hi everyone. Good evening. I'm Katrien Philip PRC administrator.

Morgan O'Hara: Thank you Berenice.

Berenice Curro Sanchez: *Good afternoon everyone, My name is Berenice Curro Sanchez and I am PRC District East Chair*

Morgan O'Hara: Thank you, Christina.

Christina Hedges: Sorry, I accidentally clicked out. My name is Christina Hedges. I am the DDD office of individual and family Affairs Behavioral Health Advocate supervisor.

Morgan O'Hara: Thank you Joan. You're muted Joan.

Joan McQuade: Hi everyone, Joan McQuade office of individual and family affairs IOC. Manager here supporting Michelle Morgan and supporting the IOCs. Thank you.

Morgan O'Hara: Thank you Trudy.

Trudy O'Connor: Hi, It's Trudy O'Connor. Quality Assurance Manager for District East

Morgan O'Hara: Thank you, Michelle.

Michelle Rademacher: Hi, I'm Michelle Rademacher. DDD IOC Liasion

Morgan O'Hara: Thank you Ian.



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Ian Wilson UHC: Hi, good evening. Everyone Ian Wilson United Healthcare Community Plan member advocate.

Morgan O'Hara: All Thank you and I'm Morgan O'Hara DDD IOC. Is there any staff that I've missed?

Wendy Herring - OIFA Mercy Care: And you miss me Morgan and...

Morgan O'Hara: I'm so sorry Wendy.

Wendy Herring - OIFA Mercy Care: I know it's okay. It might be our thing. I'm totally good with it. Hi everyone. I'm nd Herring OIFA Mercy Care happy to be here.

Morgan O'Hara: Thank you so much for joining us.

Suzie Hessman: Thank you Morgan for going through all those for us.

Chat Message: Kin Counts: Hello Everyone! I will need to leave the meeting early at about 6pm as I am actually outside. I apologize for any inconvenience caused. Thank you.

Call to the Public

Suzie Hessman: the next agenda item is called to the public. Do we have anyone on this call from the public?

Suzie Hessman: Okay, I don't believe we do.

Presentation: Credential Peer and Family Support

Suzie Hessman: All right. Next agenda item is the presentation for the credential peer and Family Support Services. And I think Wendy you were going to do that presentation.

Wendy Herring - OIFA Mercy Care: Okay, Yeah, I am going to run this thing. So fingers crossed that it works.

Suzie Hessman: And thank you.

Wendy Herring - OIFA Mercy Care: I'm gonna go ahead and drop my camera so it doesn't get wonky on us. And then let's see if we can get this going here. All right.

Christina Hedges: If it doesn't work when you let me know I've got it pulled up as well.

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Wendy Herring - OIFA Mercy Care: Awesome look at us.



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Christina Hedges: And I also am going to turn off my camera because my kids are home. And clogging up all the internet channels right now. So

Suzie Hessman: Okay.

Wendy Herring - OIFA Mercy Care: Can you guys see the screen?

Suzie Hessman: Yes.

Chat Message: Trudy O'connor: Thanks Kin

Wendy Herring - OIFA Mercy Care: All So without further Ado we are as you can see presenting the credential peer and Family Support Services.



Wendy Herring - OIFA Mercy Care: And I will toss it over to Christina.

Christina Hedges: Thanks So like he said we're gonna be presenting on the credential Care and Family Support Services as I mentioned earlier. My name is Christina Hedges. I work in the OIFA office at DDD. I supervisor Behavioral Health Advocates and we work very closely with our two subcontracted Health Plans United HealthCare community plan and Mercy Care and they are here joining me in this presentation right now. So I'm gonna go to the next slide when we're gonna talk a little bit about the history of OIFA of Arizona or the office of individual and family Affairs was established in Arizona during a summit that was hosted by the Arizona Department of Health Services Division of the Behavioral Health Services.

Christina Hedges: So that in 2018 AHCCCS awarded seven access Complete Care plans, which we also call ACCC plans as a way to provide eligible members with integrated care an office was then created at each of these seven ACC plans. Then in 2019 as I'm sure some of DDD implemented our integrated




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physical and behavioral health plans for subcontracted health plans, and then we created our own info here at the division. And finally in 2021 an OIFA office was developed at the department of child safety as they implemented their Comprehensive Health Plan for children and foster care. That's a little background on Go ahead and go to the next slide.

OIFA History

- **2007** - The Office of Individual and Family Affairs (OIFA) was established in Arizona with a mission to ensure that peer and family voices contribute at every level of the system while educating and informing the community
- **2018** - AHCCCS awarded seven AHCCCS Complete Care integrated health plans to support eligible members in the State. The expansion of OIFA offices occurred into each ACC Plan
- **2019** - DDD implemented its integrated physical and behavioral contracted health plans and created its own OIFA office
- **2021** - OIFA continued to expand into the Department of Child Safety with the implementation of their integrated health plan for children in foster care



Christina Hedges: Okay, so As you can see here. I hate reading off slides, but there's really no other way to talk about the mission other than reading it directly on the slide. so OIFA's mission is promoting recovery resiliency and wellness for individuals with mental health and substance use challenges. We do this through building Partnerships with individuals, families of choice youth communities organizations, and we collaborate with key leadership and community members in the decision-making process of all levels of the behavioral health. So what this really means is that OIFA walks alongside you and we join members and family members. through their health care Journey. This might be their recovery Journey from substance use or simply their Journey navigating the public Behavioral Health System because as we know the public health systems are always changing and when we think we know how to navigate them something changes and then we're just as lost even when we work in the system.



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OIFA Mission

- The Office of Individual and Family Affairs (OIFA) promotes recovery, resiliency, and wellness for individuals with mental health and substance use challenges. We build partnerships with individuals, families of choice, youth, communities, organizations and we collaborate with key leadership and community members in the decision-making process at all levels of the behavioral health system.



Christina Hedges: So as a better way to support the Arizona community as a whole the OIFA Alliance was created and the OIFA Alliance is a collaboration of all of the seven ACC OIFA plus the divisions OIFA, AHCCCS OIFA and the DCS OIFA. next slide, please.

OIFA Impact

The OIFA Alliance partners with the community:

- To end the stigma
- Advocate for culturally inclusive environments
- Promote diverse youth, family and individual voices in leadership positions throughout Arizona
- Deliver training, technical assistance and educational materials for individuals and their families
- Ensure peer support and family support services area available statewide
- Monitor contractor performance and measure outcomes
- Support the foster care/kinship/adoptive family community and individuals with intellectual disabilities

Christina Hedges: So some of the ways that the OIFA alliance partners with the community are working to end the stigma around behavioral health challenges and diagnoses. Infusing member and family member voice. It advocates for culturally inclusive and informed environments providing educational resources and opportunities and general system navigation. Some of the plans have specific Advocates who are there to really support the Foster kinship and adoptive family community as well. We also as you



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see support individuals with intellectual disabilities and developmental disabilities. Which is why there's an OIFA Next slide please.

Overview of Impact

- Collaborating and partnering with Health Plan Executive Leadership to ensure peer and family member voice is included in strategic planning and decision making.**
- We honor the voice and choice of those we serve. OIFA advocates on behalf of members and their families' by providing opportunities for them to share input into system navigation and service design.**
- Developing and maintaining a strong network of peer and family support providers by creating a solid community of credentialed peer and family support specialists.**

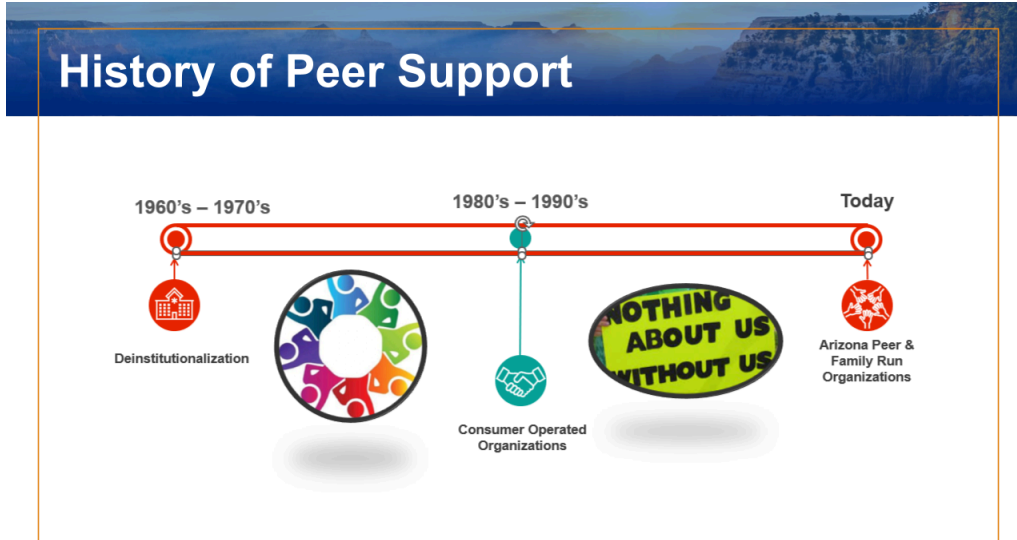
Christina Hedges: So each Health Plan OIFA, looks a little bit different in both structure and culture Mercy Care and UHC for instance. Their OIFA are relatively small compared to the 50 plus on staff OIFA that the division has however, each OIFA is directly connected to their health plans executive leadership. This is done to really ensure that member and family members' voices are heard and included in decision making so an example that we see of this is that last year in 2023. The OIFAI Alliance held the OIFA 3.0 Summits all across Arizona. We had one in the north one in the central region and one in the South one in as one as virtually and we use these Summits to gather feedback from peers and family members to really guide the next OIFA strategic plan. Now I'm gonna pass it on over to Wendy who's gonna talk a little bit about peer support.

Peer Support



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00:10:00



Wendy Herring - OIFA Mercy Care: Thanks All right, so a little history of peer support we start in the 1960s and 70s where there was experimenting done around using what was known as non-professionals in place of therapists for treatment. This was really successful and was due to the degree of empathy and connection between the peer and the member. In the 1970s there was a mass release of patients from closing State institutions primarily due to a lack of funding. There was essentially no Community Support around so many of the communities didn't want members living in their towns or neighborhoods and cities and there was this big stigma around mental and behavioral health conditions. People were considered dangerous or unstable members of society. This is where the peer movement members really started to find another, creating lasting relationships and supporting each other through that lived experience that we know a lot about today. We fast forward to the 1980s and 90s in the 1990s the first peer workers. Became involved inside the mental health system and they were employed drop in centers and in centers. And oops. Drop-in centers and as case management assistance. When we move forward to the 1990s the peers began to work as peer counselors, which eventually changed to peer Specialists and these were folks with lived experience and it was noted that it was a true asset in supporting members along their Journey. So through many years of advocacy and effort the notion of the peer and family rental organization started to form. So you see here on the slide the phrase nothing about us without us. This was first brought out by the South African disability rights movement in the 1990s, and it really was understood to empower persons with disabilities to take control over their decisions affecting their lives. Today Arizona has over 15 peer and family run organizations. Little history for you.



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Peer Support Services

- Delivered by individuals who have common life experiences with the people they are serving
- A core value of a Peer Supports is to meet with individuals and walk through their healthcare journey with them. Regardless of diagnosis or special unique challenges.
- Provides compassionate listening, hope and helps in goal setting
- We strive to ensure each member's voice is heard and they are an active participant in their treatment planning. This is important even if they do have a legal guardian in place.
- Research shows that peer support is effective in:
 - Engaging people in mental health and addiction services
 - Supporting individuals in playing active roles in their treatment
 - Reducing crisis and emergency room services
 - Increasing member's overall satisfaction in services

Wendy Herring - OIFA Mercy Care: Let's look at peer support services in general. So peer support is founded on the principles of respect, shared responsibility and mutual understanding. So with that there is the understanding that peers have common lived experience. They will have the ability to meet individuals and help them walk through their Journey. They'll provide compassionate listening to her hope and assist in goal setting in whatever that goal might be. And then support and ensure that the members' voices are heard and they are an active participant in their treatment planning research really shows that peer support is effective at engaging people and mental health and Addiction Supporting individuals and playing active roles in their treatment. It reduces crisis and emergency room Services. Whoops. I went a little too far and I gave away the fun part. wow, but we'll get there in a second and increase member overall satisfaction and Services. I was just so excited that I clicked. So now we're going to do it again.



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Peer Support Services Oversight

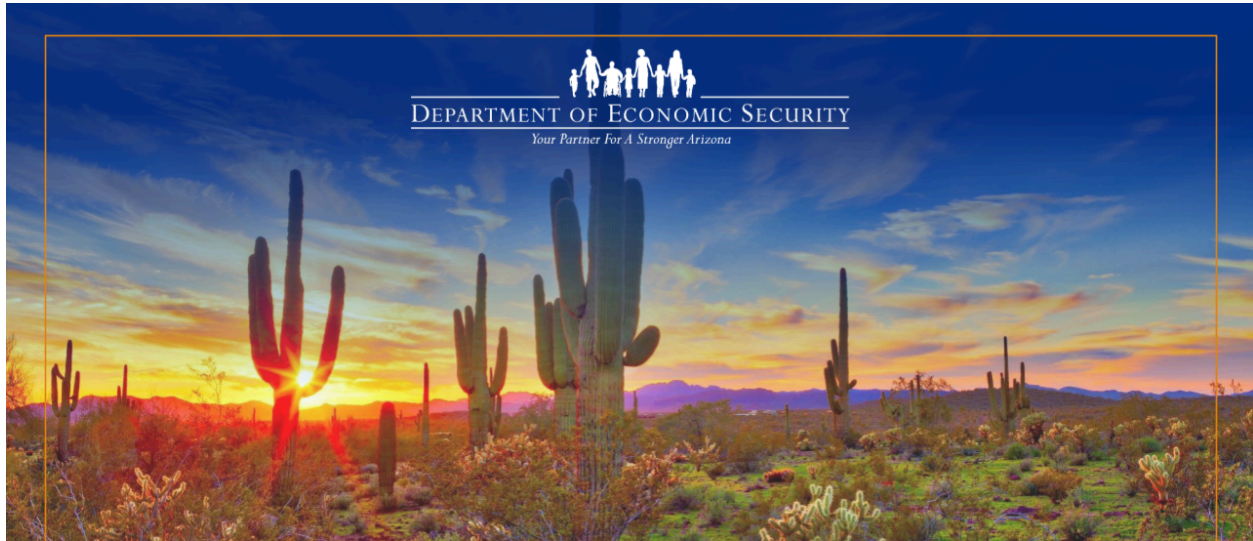
- To comply with Centers for Medicare and Medicaid Services (CMS) requirements for provision of peer support services as specified in the State Medicaid Director Letter.
- AHCCCS AMPM 963 further requires agencies employing Peer Support Specialist to ensure the individual has completed the Peer Support Employment Training at an AHCCCS approved training facility.
- AHCCCS AMPM Policy 963 denotes curriculum regulation and Health Plan responsibility.
- The purpose of these requirements are to ensure contracted provider agencies are offering quality Peer Support services that enhance a member's ability to navigate their own health care and wellness journey.
- These requirements are overseen by the Health Plan OIFA.

Wendy Herring - OIFA Mercy Care: So some oversight as far as pure Services goes to be a credentialed peer you have to complete a peer support employment training program and pass an exam. Once credentialed, they can become employed in an agency that's contracted through access to offer that peer support. You can see at the top that I actually took a little snip of the actual AHCCCS and policy from the ampm 963. So if that's something that you want to read you can Google that or I could send you a copy of it or put it in the chat. and this outlines the curriculum and Health Plan responsibility for the agency that provides peer support. The overall purpose of this is to ensure that provider agencies are offering quality peer support services that enhance members' ability to navigate their own health and wellness journey, and that's really important really to meet people where they are to walk through their Journey with somebody that has lived experience.

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Family Support

Christina Hedges: Christina Awesome,...

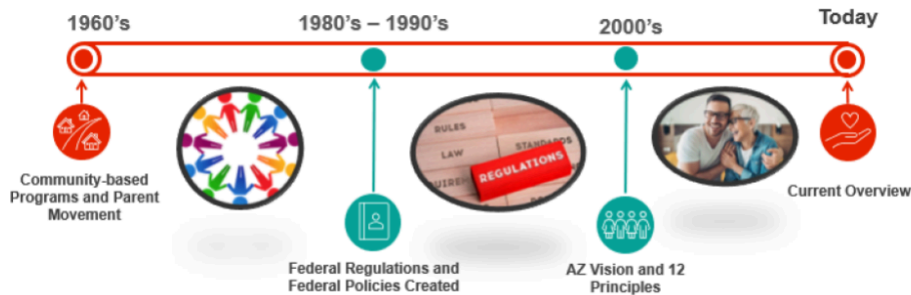
Wendy Herring - OIFA Mercy Care: Hello, Christina.

Christina Hedges: go ahead and go to the next slide Wendy.



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History of Family Support



Wendy Herring - OIFA Mercy Care: You got it.

Christina Hedges: So now we're gonna chat a little bit about the history of family support. We have this nice visual that we also had on peer support and Family Support also started kind of similarly as really a Grassroots effort advocating for the development of community-based programs to support and strengthen family functioning. So we see that starting to really gain momentum in the 1960s as parents start leading this movement in the disability field. Families began identifying and campaigning for the development of programs that would support their child within the community and the disability service system. So Wendy was talking about we're at this point in time starting to see the very beginning of the institutionalization which then we'll continue on and when we hit the 1980s 90s area we're gonna start seeing some federal legislation that really represents another way the family supports that's focusing initiatives on family oriented and community-based programs. So actually a little bit earlier than that and so in 1979 Nami was founded which is the National Alliance for the mentally ill and actually raising special kin's what kids was founded at that same time. Then in 1987. We saw the Federation of families for children's mental health. And this was really when we started to seek to see the beginning of family run organizations. And then specifically in Arizona in 1991. We had the Jason Kay lawsuit, which was a uit filed in Federal District Court as a class action lawsuit with a family who was alleging the Arizona failed to net it to make medically necessary services or appeals accessible to Children. This lawsuit was settled in 2001 which led to the creation of the Arizona vision. and 12 principles and then finally, sorry my dogs are panicking about something now, then finally in 2002 we see the family involvement center created which is another one of our family run organizations. Here and go ahead and go to the next slide. Thank you. Maybe it's not my dog. Maybe it's my son yelling in the other room that's stressing my dogs out.



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Family Support Services

- Provides individualized, family-driven support that respects family culture, values, and preferences
- Inspire hope and connection with others through support groups and one-on-one support
- Better understanding behavioral health or substance use disorders
- Assists in learning about and navigating the public health system
- Support develop coping, self-care, and advocacy skills

Christina Hedges: apologies So Family Support Services really kind of provide a unique service that we don't often see through other services and as I'm sure many of families who have children with special Health Care needs whether those children be under the age of 18 or over the age of 18 These challenges might be higher stress levels social Financial strain. Families often become overwhelmed and find it challenging to navigate the many different services that they have. So families help step in to help these families access a broad array of supports. These might be helping connect families to formal supports such as respite or other services and also connecting families to informal support such as just parent to parent connection or group support the community on Sorry now I'm all over the place and my dogs are really struggling right now. So some of the things that we see through Family Support is really that inspiring that hope and connecting with others who have walked along that Journey with you. there is a difference in people who provide family support who are considered to be a credentialed family support partner versus those who are just providing Family Support to receive the credentialing you actually have to go through a specific training program that is governed by the in compliance with competencies and requirements that are specified in an access policy. this policy outlines currently about 20 different core elements that include different training on different systems of care history involved in system navigation guardianship communication techniques as well as a variety of other things. And then once you receive this credentialing in order to remain credentialed, you have to complete eight hours of ongoing training every year.

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Christina Hedges: So like I was saying there is no real work. There is no requirement to be credentialed and go through this pretty rigorous training. However, it is kind of beneficial if you're able to find



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somebody who is credentialed and is able to provide the service because for instance when I was 22, straight out of college. I was working for a behavioral health agency and I'm providing Family Support Services to families. I'm sitting with moms as they're going through this journey and trying to assist them, but I have no experience doing this but I'm still trying to provide a service however now as a Mom myself with kiddos who have navigated all of the systems possible I could then go and take this credentialing course and be a credential Family Support partner.

So go ahead and go to the next slide. Awesome

Chat Message: Kin Counts: What's the link to the credentialed training?

Chat Message: Christina Hedges:

<https://www.azahcccs.gov/AHCCCS/Downloads/CredentialedParentPeerFamilySupportPartners.pdf>

Chat Message: Kin Counts: Thank you.

Chat Message: Christina Hedges:

<https://www.azahcccs.gov/AHCCCS/Downloads/FamilyRunOrganizationsFlyer.pdf>

Chat Message: Christina Hedges:

<https://www.azahcccs.gov/AHCCCS/Downloads/AdultFamilySupportIsKeyToRecovery.pdf>

Chat Message: Christina Hedges:

<https://www.azahcccs.gov/AHCCCS/Downloads/PeerRunOrganizationsFlyer.pdf>



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Family Support Outcomes

Growing evidence suggests that family support is associated with improving family outcomes, including:

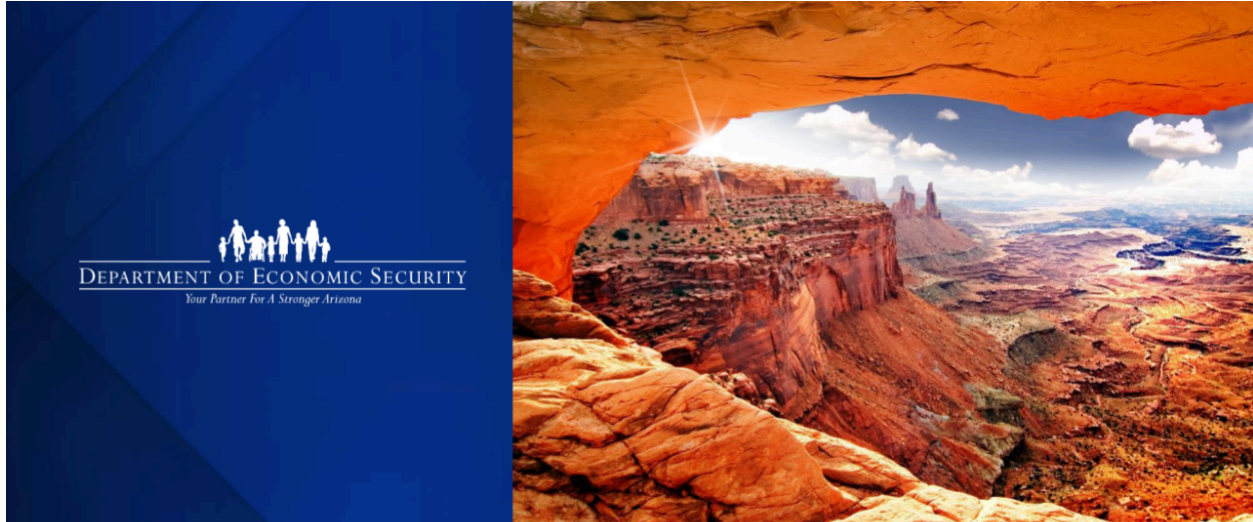
- Decreased levels of parental anxiety (Ireys & Sakwa, 2006)
- Improvements in caregiver self-care, empowerment, and communication styles (Brister et al., 2012)



Christina Hedges: So there's a lot of evidence and research that shows a really positive association between family support and families abilities to Foster resilience, maintain the health of the caregiver, reduce stress, reduce anxiety and just build stronger and more resilient families. Often we see increases in community resource use once family support is in place. We see an increase in the family's economic self-sufficiency. We really hope to see crease in hospitalization, a decrease in crisis context and overall just an increase in engagement and services not only from the family but also from the member because their family then knows how to support them on their Journey. Now I'm going to pass it over to Ian to talk about how to get family and peer support services. Next slide



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Connection to Peer and Family Support Services

Ian Wilson UHC: Yeah, thanks, Go ahead and slide for me Wendy.

How to Access Services

- An individual receiving behavioral health services can ask for Peer or Family Support to be added to their treatment/service plan by their behavioral health provider.
- Members or families can contact the DDD OIFA Behavioral Health Advocacy Unit or their DDD or AHCCCS Health Plan's OIFA if they encounter any barriers
- Peer and Family support services can be provided by various agencies such as: behavioral health clinics, health homes, family run organizations and peer run organizations.



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Ian Wilson UHC: So how to access these services or better rid the connection to support services. So when individuals need support, they should know that they can ask for credential peer and Family Services to be included in their Behavioral Health Service Plan ensuring that their Care's tailored to the specific needs and goals of the member. If anyone faces hurdles and is entertaining obtaining these Services as we talked about previously, the OIFA or the office of individual and family Affairs within their health plans is ready to help navigate and overcome the obstacles that they're experiencing. In a broad spectrum of agencies that provide peer and family support services including behavioral health homes outpatient clinics dedicated peer or family-run agencies, and these resources are available to ensure that everyone who needs support can access it. Peer and family room organizations and support services. They are invaluable resources that can make a profound impact on individuals' Health Care Journeys and they are really a testament to the power of shared experience. And again as Christina how those shared experience and Community or fostering that Community can improve outcomes long-term right go and slide for me.

Peer Run and Family Run Organizations

- Peer-run organizations are service providers owned and operated by persons with lived experiences of mental health and/ or substance use disorders.
- Family-run organizations employ parents who have lived experience in the behavioral, medical and/or Department of Child Safety (DCS) systems.
- These organizations are nationally recognized as a SAMHSA evidence-based practice

Ian Wilson UHC: Okay, so just an overview of peer support, right? So this is an overview of consumer operated service organizations also known as peer and family run organizations. These are specialized agencies operated by individuals with personal experiences and mental health or substance use recovery designed to support others facing similar challenges and Studies have demonstrated again as Christina said that peer and family around organizations are particularly effective in helping individuals achieve these better health outcomes. they not only improve recovery, but they also help individuals find a sense of belonging within their communities, which is so important again as we said to that recovery and A better outcome process right or improving outcome process. These organizations are nationally



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recognized as a substance abuse mental health service Administration evidence-based practice, which means they have been rigorously evaluated and found to be effective again ensuring that our members in the communities are receiving the best care and support that they can and one of the key strengths of peer and family around organizations. we'll get to this slide in a second but one of the keystings of peers and family around organizations is the versatility they can provide support in a variety of settings. Such as crisis facilities and within homes and communities they have specialized programs for different environments such as jails and hospitals. So really providing the best care to the individuals who need it most in a tailored fashion, And if we go slide here Wendy, we'll just see a list of pure and organizations within the community here and then the next slide will be

Peer Run Organizations

- **Recovery Empowerment Network (REN)**
 - renaz.org
 - 602-248-0368
- **Coyote TaskForce – Our Place Clubhouse /Café 54 and Truck 54**
 - ourplaceclubhouse.org
 - 520-884-5553
- **Helping Ourselves Pursue Enrichment (HOPE), Inc.**
 - hopearizona.org
 - 520.770.1197
- **Stand Together and Recover (STAR) Centers**
 - thestarcenters.org
 - 602-231-0071
- **Transitional Living Center Recovery (TLCR)**
 - tlcrecoveryaz.com
 - 928-261-8668
- **Avant Recovery**
 - avantrecovery.com
 - 415-652-1594
- **Hope Lives/Vive La Esperanza**
 - vivehopelives.org
 - 1-855-747-6522
- **Center for Health and Recovery (CHR)**
 - azchr.org
 - 602-246-7601
- **Northern Arizona Consumers Advancing Recovery by Empowerment (NAZCARE)**
 - nazcare.org
 - 928-442-9205

Ian Wilson UHC: if you go slide for me and then still list family room organizations, which I'm sure we can share with you. Should you need those? Thank you so much. That's all I have.



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Family Run Organizations

- **Caring Connections for Special Needs** (Benson, Sierra Vista, Payson, Douglas, Safford, and Tucson)
 - www.ccsneeds.com
 - 520-686-9436
- **Family Involvement Center (FIC)** (Phoenix, Prescott, Flagstaff, and Tucson)
 - www.familyinvolvementcenter.org
 - 602-288-0155
- **Mentally Ill Kids In Distress (MIKID)** (Phoenix, Tucson, Yuma, Casa Grande, Kingman, Nogales)
 - www.mikid.org
 - 602-253-1240
- **Raising Special Kids** (Statewide)
 - raisingspecialkids.org
 - 800-237-3007
- **Reach Family Services/Alcanza Servicios de Familia** (Phoenix)
 - www.reachfs.org
 - 602-512-9000

Christina Hedges: Thanks so Kin I see you asked for the list of credentialed or where you can get credentialed? I put in the AHCCCS one pager or empowerment tools that talks a little bit about that. but also if you click on the one that says family run organizations that I just put in the Ian just shared a list of I know at least one or two of those also have credentialing programs as well.

00:25:00

Christina Hedges: So I believe we're gonna send this slide deck out to you. But I put the first four of those links in the chat. like I was saying those are the AHCCCS one pagers or AHCCCS empowerment tools. And if you have not checked out their website that lists out all of these they're fabulous really quick kind of, I need information on Family Support. Here's a paper that describes it all. It's what we kind of are using to base our quick reference guys on so if you've seen those then you kind of know what I'm talking about. the fifth link on here the Behavioral Health Resources is I guess what's it called a new page on the DDD website that has a bunch of different Behavioral Health Resources as well including the family peer support information all of that and then finally we know that kind of the pillar of peer runs and family runs and OIFA in General is using an amplifying member voice and choice and family voice and toys, and we really know that starting to develop your own voice and choice and being able to learn those. Advocacy skills. starts with the process of self-advocacy and self-determination? So on these links right here, we have the link to the direct advocacy and Resource Center This Is My Life program. And then the ability 360 This Is My Life program that are programs that are free to members to really start developing those skills that they might need to learn to advocate for themselves. And one more slide, please.



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Resources

- [Peer-Run Organizations](#)
- [Family Runs Organizations](#)
- [Adult Family Support](#)
- [Credentialed Family Support Partner](#)
- [Behavioral Health Resources](#)
- Self-Advocacy and Self-Determination (This is My Life)
 - [Direct Advocacy & Resource Center](#)
 - [Ability 360](#)



Questions



OIFA CONTACT INFO

Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	oifa@azahcccs.gov
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	melissabrown@azcompletehealth.com
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	OIFATeam@bannerhealth.com
Care1st	Debra Jorgensen	Administrator, Office of Individual and Family Affairs	480.205.2305	OIFA@care1staz.com
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	CHPCompliance@azdcs.gov
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	OIFABHAdvocate@azdes.gov
Molina Complete Care	Veronica De La O	Administrator, Individual and Family Affairs	602.489.4165	MCCA2-OIFA@molinahealthcare.com
Mercy Care	Tyson Gillespie	Administrator, Office of Individual and Family Affairs	520.539.1277	Tyson.Gillespie@mercycaresaz.org
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	OIFA@azblue.com
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	advocate.oifa@uhc.com

Updated 12.18.23

Christina Hedges: This is kind of hard to read but this is the OIFA contact information list for all of the health plans. So there, we do have access to the seven ACC plans DDD and DCs. So if you need to contact



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any OIFA don't hesitate to reach out OIFA kind of has a no wrong door policy. So if you come to us with a question if we can't answer it we're gonna Make sure we point you in the right direction. Does anybody have any questions?

Christina Hedges: No. Thanks for having us today. It was great to present to My dogs who are trying to break down my door at the same time.

Suzie Hessman: No, we can't hear your dogs. You're fine. You did great.

Christina Hedges: That's really.

Suzie Hessman: Thank all of you for sharing all of that information. It's a lot of great resources. So I'm happy that we were able to get that education. I look forward to having that slide deck as a resource. To be able to click through those links. Thank you.

Christina Hedges: Of course. Thanks again for having us.

Division of Disability Staff Updates

Suzie Hessman: Okay, if nobody has any questions for any of that presentation, we'll go to the next agenda item division of Developmental disability staff updates. So Morgan, I'm gonna give you the floor to go through all the staff members that might have updates, please.

Morgan O'Hara: Yeah, I know Christina that you're here for the presentation. I just wasn't sure if you're here for Leah as well or

Christina Hedges: I actually am not. Leah is in another meeting and we are gonna switch places right now. So if you wait.

Morgan O'Hara: perfect.

Christina Hedges: 10 or 15 seconds, she'll be in here and I'm gonna go take her place in her other meeting so

Morgan O'Hara: So let her have a little time to get situated into the meeting and get everything ready. We can just continue on Katrien. Do you have an update for us?

Katrien Filez: And yes for District Easter seen my update is that we are fully staffed and are very happy to be But that's it for this month. Yes.

Suzie Hessman: It's always good to be staffed.

Morgan O'Hara: Thank you Berenice. Do you have an update?



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Berenice Curro Sanchez: I'm not much I just want to thank Keith for supporting PRC in the last couple of months. He has been doing an excellent job by helping us with reviewing plans during our meetings. So we're very very thankful.

00:30:00

Morgan O'Hara: Thank you. Trudy, do you have an update at all?

Trudy O'connor: We have been furiously doing interviews for new positions. We actually have two additional positions that we were awarded as our district grows. Of course, we have to expand so I have a new supervisor who will be joining as well as a new incident specialist. They start on Monday. So I'm very excited about that. I've also got an administrative assistant starting the week after and we just wrapped up another position interview. So total of five, so we've been very busy, but nothing else

Suzie Hessman: That's great.

Morgan O'Hara: Thank you Joan. Do you have an update?

Joan McQuade: To stay on the Staffing board. Today, we officially got notified that the candidate that we had requested for our third full-time redactor. Is going to be starting with us on April 1st, and it is the woman who's been working as our contractor. So we're fortunate enough to have a brand new staff that already knows the job. Which is wonderful. And I don't think we had finished with October before the last time we met. We've now completed all of the October redactions and those have been sent to I Believe by tomorrow. Midday, we will have finished February. And some folks have already started working in March.

Suzie Hessman: Okay.

Joan McQuade: So we are just moving right along and My aspiration I'll call it an aspiration is to have us completely up to date by the end of this month and the middle of next month because Trudy we've noticed that you folks have been furiously closing incidents. and I know we've all been kind of shoveling through to get caught up. So now that you're getting caught up. No, I mean It's all good...

Trudy O'connor: Sorry, that means more for you. It's good.

Joan McQuade: because we can't get up because even if we appear to be caught up if you're not caught up, we're really not caught up either. So we've had a slightly larger volume of incidents coming from your District.

Joan McQuade: So I had been hoping for the end of March, but I'm gonna push that out to by mid-April that we should be. Copacetic and back up where we should be. But it's all a matter of everybody working together because it's all a common goal is getting those incidents investigated and closed and to the IOC members so they can review them. And it's all a process. So thank I'm so glad you're getting yourselves caught up with all your Staffing changes in addition.



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Trudy O'connor: Yeah, and that was great once again last month we had a lot of success. I felt really good that we were able to close out the most current and then work on the backlog and we just finished our February and August. Got all those answers. I just submitted those. So I probably haven't thought of yet that we just wrapped those up and we're working now in March.

Joan McQuade: Wonderful good for you.

Trudy O'connor: Yeah.

Joan McQuade: Congratulations on getting a new supervisor too because I sat in your chair and...

Trudy O'connor: exactly

Joan McQuade: know what it's like. With just having the two you with the volume because District East is a deceptively large District. Everybody thinks District West District central, but District fees has a lot of members. So it keeps you on your toes.

Trudy O'connor: Yep. Thanks.

Joan McQuade: And other than that, everything's just peachy Kino in IOCville. for now, so I'm going to keep my fingers crossed.

Suzie Hessman: Thank you. That's great.

Morgan O'Hara: Thank you and welcome Leah.

Leah Gibbs: Thank you very much more.

Morgan O'Hara: so we are kind of going through staff updates right now, and I know you're kind of just getting in and adjusting but we've kind of gone through all staff now, so I don't know if you're ready or

00:35:00

Leah Gibbs: So it's my turn if that's okay Suzie. Are you ready?

Suzie Hessman: Yeah, I'm ready.

Leah Gibbs: It's wonderful to see everyone. I apologize that I couldn't be on sooner Christina and I are kind of swapping meetings that we needed to be at the same time tonight. I hope that the Family Support Service overview was helpful for the committee. It's really important to us that people understand that these amazing things are available when somebody needs them.

Suzie Hessman: I think so. Yes.

Leah Gibbs: So my updates I would love to bring you up to current regarding the project that I've reported on previously around building quality for Behavioral Health Services for people with intellectual and



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developmental disabilities. And the two main projects around that, the first one being training of the behavioral health professionals to help them better understand best practices and our relationship with our health plans and how we work collaboratively to identify needs and try to address those needs for our members. I have some statistics from that committee that I think are really exciting. We know that between August and the end of January there were 47 separate unique Behavioral Health provider agencies that have enrolled in at least one of these training opportunities that are available to them. That has turned into 2029 individuals who have completed one or more of the courses in the training plan. And 13,105 courses have been completed that are specific to helping behavioral health professionals in working with the IDD community really exciting and it's one of those projects that you never quite know what the response rate is going to be but it is exceeding our expectations and we are thrilled to Pieces about that. In addition, between August and February 22nd, not quite the end of February. We have had 1,127 individuals take advantage of the virtual instructor-led training that the OIFA office in collaboration with our Behavioral Health Administration staff and DDD are providing virtual training and can answer questions and provide information to those behavioral health professionals. Very specific to the programs here in the state of Arizona the relationship between DDD and the health plans. And again how we work together to support members and those continue to be very well received and we continue to offer those through the end of June of 2024. So we're really excited about that. The team has been working very hard to finalize planning for the two conferences. They're going to be conducting one is scheduled in May in Tucson, one is scheduled in September in Phoenix. The target audience of these are the behavioral health provider agency supervisors, their counselors, case managers, peer and family support specialists. Behavior coaches and others who provide services to our DDD members. The Phoenix conference it's going to also have additional tracks that are specific for behavioral health professionals and behavior analysts. They have speakers who are coming in from Across the Nation as well as locally who are subject matter experts who will be providing training during these conferences and have been able to work out a system that people who attend will receive continuing education credit for the time that they're there for the conference. So that particular project is running full steam and Hopefully starting to make some of those impacts we're all looking for. The second one. I'm sorry. Kin. What is your question?

Kin Counts: Have you confirmed the date in September for the conference here?

Leah Gibbs: Yes that the conference is scheduled on September 5th through the 7th. You're very welcome.

Kin Counts: Thank you very much.

Chat Message: Kin Counts: Is there a date decided?

Leah Gibbs: The Positive Behavior Support training that has rolled out. That one is the one that I'm probably the most passionate about because I get to lead this project. So the curriculum has been completed. That we are continuing to provide what we're calling training the trainers, which is a certification process. We're going through for our qualified vendor agencies to have their training with our trainers demonstrate their competency, and we certify them to be able to deliver that training to the direct



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support professionals that work for the vendors. And as of this week, we have trained 406 trainers to go out and train the material. And we have additional courses.

00:40:00

Leah Gibbs: Scheduled through the end of April to continue offering the training and so I don't have those final numbers of people who have enrolled for those but it is still happening and we have started to see some input from qualified vendor agencies who trainers are going out and training their direct support professionals. Raising special kids has just finished their first round of training. They took the eight hour training curriculum and broke it into two four hours segments in order to help some families accommodate their schedules. They continue to offer that training. They also in the future are breaking it down into four two-hour blocks. So if that makes it easier for some family members to take advantage of the training opportunity, they're doing that. We are about 95% finished with translating all of the material into Spanish. And as soon as that happens then raising special kids is going to certify one of their Spanish trainers to deliver the training and we are providing the curriculum to all the qualified vendor trainers who are certified so that if they're direct support professionals that really Spanish is their primary language and they're going to learn it a little bit better in their primary language. It's gonna be available. We just received our first request to have it translated into French and we are starting that process as well. And again it will be available for people who would benefit from having it in those other languages. We have started collecting what we call pre-assessments which are sort of a way to get a baseline data of the knowledge base of people who are taking the training and right now they're mostly trainers, but we're starting to get those directs for professionals and then we compare it to a post assessment which is then after you've received the training. We're kind of giving you the same. Assessment to see what knowledge increase there's been and we are averaging about a 21% increase in knowledge base from people who are taking it pre and post and we are working with collecting survey data from people who've completed the training to be able to get their input on how they see the benefits of it. And if there are areas they'd like to see changed or improved. My other update on positive behavior support that I'm really excited about is one of our board certified Behavior analysts that works for DDD was contacted by a bcba who supports the four corners area in the United States because they would like our training. And they would like to roll that out to the families in their areas. So we are thrilled to pieces that it's already kind of a word getting out and that others are interested in making it available. Any questions about any of that?

Suzie Hessman: That's all great.

Leah Gibbs: Are you bored with the subject? You can tell I'm not.

Chat Message: Kin Counts: I did that and it was awesome! Highly recommended families to attend conducted by RSK.

Suzie Hessman: And no.

Suzie Hessman: No, I think all of us think that it's a really important project. I mean Especially when it comes down to the direct Support professionals having that knowledge if they don't know what to do. It



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doesn't matter how much compassion they have if they don't have that training to know how to deal with behaviors, anxiety meltdown,...

Leah Gibbs: Absolutely. Absolutely.

Suzie Hessman: things like that and then it so upsets our members in their lives it interferes with Their relationships that interferes with Community,...

Leah Gibbs: Absolutely and recognizing. I agree. I

Suzie Hessman: it's and I know personally firsthand what I deal with as Boston keeps blowing up my phone here.

Leah Gibbs: hear you on that, I agree with you wholeheartedly kin. Go ahead.

Kin Counts: Yes, I did both the train now on as well as a parent, I think both to see to compare and oh my goodness. I opened there's so many questions that sometimes you just get confused and it just clears up when you attend it. It was such an awesome program. I encourage it, I highly recommend it. I mean as a trainer I see that I have, definitely a fantastic and the one who I will be as a parent, I think.

00:45:00

Kin Counts: Usually parents and families providers should take that training because it really helps really.

Leah Gibbs: I agree with you.

Kin Counts: I mean, it's from every different kind of RSK they offer positive support training, but that is the only part of it but when you attend the DDD one is everything all the good stuff all in one so to speak.

Leah Gibbs: Can I appreciate hearing you say that I'm very passionate about excitement around what we're doing and what we're rolling out now Sarah you had your hand up and you dropped it. Did you want to say anything?

Sarah McGovern: I just wanted to ask you because remember I went and I kind of jumped the gun and wanted to do it but it was only train the trainer. So am I understanding correctly now it is open to us lay people parent types we can go do this.

Leah Gibbs: Absolutely raising special kids you can just go on and sign up. They just finished their first round of courses on March 5th and 6th and they have I don't really know the dates. I apologize but they're doing April into four hours segments and I think May they're looking at breaking it down into the two-hour segments, but absolutely it is and while I can try and find you that link, it'll take me a minute to find it on their web page to enroll that I'll try and put that in the chat, Thank...

Sarah McGovern: Thank you so much. I appreciate it.



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Leah Gibbs: And Kin I want to just add that. I feel like positive behavior support training isn't even always about supporting people with intellectual and developmental disabilities. It's about relationships in general. It's understanding people right and...

Kin Counts: exactly yes. ...

Leah Gibbs: learning to get along with people.

Kin Counts: right, right. That's why I was brought up during train the trainers. I said this is not only for our members, what applies to all of us? And it really works.

Leah Gibbs: It does.

Kin Counts: I mean, seriously I think it is so helpful. Yeah, it is a great program. Thank you Miracle for doing that.

Leah Gibbs: I want to thank you for all of your support. Wendy. You looked it up for me, bless your heart.

Chat Message: Wendy Herring - OIFA Mercy Care:
<https://raisingspecialkids.org/event/ddd-positive-behavior-support-2024-0411-12/>

Wendy Herring - OIFA Mercy Care: I got you. that is the next one that's being offered.

Leah Gibbs: Thank you.

Wendy Herring - OIFA Mercy Care: So I thought I would have Leah's back so she could take a little breather and

Leah Gibbs: So much for your help.

Wendy Herring - OIFA Mercy Care: you're welcome.

Leah Gibbs: So at this point they're doing one in April on the 11th and...

Suzie Hessman: Yeah, thank you.

Leah Gibbs: And I would love it and any of you who get a chance to take it to get your feedback about it because I'm really excited about it as you can kind of tell. and I'm

Suzie Hessman: And so it isn't online training.

Leah Gibbs: it is available virtually through raising special kids. Yes.

Suzie Hessman: Okay, that's wonderful. I mean that makes it so much more.



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Leah Gibbs: Absolutely. we're a little bit more strict about the trainer we're making those trainers come in person.

Suzie Hessman: accessible

Leah Gibbs: We need to see the little whites of their eyes and...

Suzie Hessman: Sure.

Leah Gibbs: We need to see their little light bulbs go on and we need to know that they know before we start saying. Yes, GO train others, right? Yeah,...

Suzie Hessman: Yeah, that makes us , yeah.

Leah Gibbs: very important. Yeah. So that's where we are with that. We continue to move forward with the new requests for qualified vendors. I mentioned to the committee before that we're updating our contract. It's been several years since we've done an upgrade to the contract and our contract unit continues to work with qualified vendors through this new application process. The new contract is still scheduled to go into effect on July 1st of 2024. We don't expect there to be but if there is any kind of a delay or challenge that a qualified vendor who is currently serving members decides, they don't want to continue or they're unable to continue. It is our plan that we will absolutely go through a transition process for any affected member so that there won't be any break-in service. We're just watching it closely. We're not really hearing any concerns. We just want you to know we're aware and we're watching it real close. so that continues to be happening as well.

Leah Gibbs: Were there other things that came up tonight or any other questions for me that I can help with?

Suzie Hessman: Not that I have. Sarah

Leah Gibbs: Okay anybody?

Suzie Hessman: okay.

Leah Gibbs: Thanks for letting me come late and provide updates. I appreciate it.

Suzie Hessman: No, we really appreciate all of you coming and all of the information it is very much appreciated. You could be doing something else somewhere else and here you are in the evening after hours. With us, so we appreciate all of you.

00:50:00

Leah Gibbs: It's I think we're all happy to say we're thrilled to be able to count on you for your support. We can't do what we do without our volunteers. We're really grateful. So, thank you.

Suzie Hessman: Okay, I think that was everybody wasn't it Morgan on staff upgrades Okay.



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Morgan O'Hara: Yes, I think so.

Updates from ADOA

Suzie Hessman: Larry, it's your turn

Lawrence Allen: I am Good evening, everybody. It's always tough to follow Leah, but I'll do my best.

Suzie Hessman: Good evening.

Lawrence Allen: First of all, I want to thank the committee for completing the training that was sent out last month special kudos to Sarah for doing 2000 and 3,000. So sorry about that, but we are missing committee members. I know Beth and I just want to make sure because sometimes TraCorp having a problem from existing accounts to the ADOA account so that the one to ask about this if she was able to take her training

moo blarg: Yeah, I finished it last week while I was on spring break. So it should be in there.

Lawrence Allen: Okay, great.

moo blarg: Please. Let it be in there...

Lawrence Allen: Okay, not a problem.

moo blarg: because I don't know what I'd be able to get back.

Lawrence Allen: No problem. I'll double check that. I just wanted to ask you since I had you on the call tonight. And the other one was Amy, but I didn't see her on the call. So I'll reach out to her separately. But I don't have any other updates for comments. Do I have a committee? Is there anything I can answer for you guys or questions concerns

Suzie Hessman: Nothing for me Sarah, anyone else. Okay. Thank you.

Sarah McGovern: All good.

Suzie Hessman: Thank you.

Lawrence Allen: Thank you for having me.

Updates from Integrated Health Plans

Suzie Hessman: Okay, updates from Integrated Health Plans.

Suzie Hessman: Let's see we've got Wendy. Do you have any updates?

Wendy Herring - OIFA Mercy Care: And I don't have any updates. Thank you.



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Suzie Hessman: And Ian, right?

Ian Wilson UHC: Yeah, yeah, that's right Suzie. I know updates for United Healthcare. But as always I'm happy to field any questions and bring anything back for you.

Suzie Hessman: Thank you, Sarah members, do we have any questions for either Wendy or Ian?

Sarah McGovern: All good.

Updates from DDD IOC Liasion

Suzie Hessman: All right Morgan back to you.

Morgan O'Hara: All right, so we have been kind of sharing the data with you guys and it's pretty crazy this month. And so cuz like we said we were catching up and Trudy and her team has been working so hard we have one little batch left to get in. That's in the audited process that has 320 incidences in it. But at the end of all of it for February total will be 968 incidences for the shared drive for you guys. 22 of them are open and 946 of them are closed and there were 22 from ATPC as So Trudy and her team have been working that very hard. Yes.

Suzie Hessman: Yes, that's a lot.

Morgan O'Hara: and then also we wanted to kind of add some more information for you guys every month when we send the reminder email. There is some metadata that is sent to you guys as So what that if the links so the reports are pulled from the focus system to provide each specific District their data. There are three reports that are provided which are the previous months incident report data. The data is broken down by the provider incident to Consumer ratio. Remember total incident broken down part by provider and type and six months. Tally of Provider incidents is broken down, but how many per category and type just to give you a little bit of information as to what those reports are sometimes there can be a lot of attachments especially because you guys receive District A as well for so you guys gonna get double the amount of reports. and then also I just wanted to let everyone know that the next DDD public town hall meeting for members families and providers will be held April 4th from six to eight pm DDD will present updates and announcements to the public through this virtual meeting and then I believe the identified speakers for April. Yes Leah there.

00:55:00

Leah Gibbs: Going you got it. Sorry.

Morgan O'Hara: No, I was just gonna say we're are the parents as paid caregivers waiver. And then may we also have a z CDL and vote writers voting rights for people with disabilities. But yes Leah.

Leah Gibbs: right We have colleagues joining us from AHCCCS.

Morgan O'Hara: I know you have more information.



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Leah Gibbs: On the April meeting because they have received the approval from the centers for Medicare and Medicaid services for the parents' pay Caregivers for their minor children program to become a permanent option in Arizona. So they're coming to the meeting to bring people up to speed with the approval what was approved and what the next steps are going to be in Rolling that out because that we know what's approved. We have to go through the planning and implementation of it all so it should be a really good meeting. Thanks Morgan for giving me that opportunity.

Morgan O'Hara: Absolutely, and that was my update for the evening.

Suzie Hessman: Great. Thank you Morgan.

Discussion Review and Possible Action on Committee Membership

Suzie Hessman: Okay, we are now to discussion review and possible action on committee membership. So we touched on last meeting that we are having difficulties many times reaching Quorum because we have members who are not participating not showing up for meetings. We went back and looked at our rules. I Can't Remember by laws. Thank you. the word finally came to me and I believe it said that after three unexcused meetings that we could then. have discussion so Morgan was kind of to look those up and Shoot. I'm trying to find the email now. because Morgan you just sent it to me right before the meeting

Morgan O'Hara: Yep. 503

Suzie Hessman: and I have so many emails. Here it is.

Suzie Hessman: I don't normally do this, but I think I have the ability to share my screen don't I?

Morgan O'Hara: yeah, so it should be the little square with the arrow up the Bottom by the smiley face.

Suzie Hessman: Or maybe not I don't see that.

Suzie Hessman: There we go.

Suzie Hessman: Okay, can everybody see my screen?

moo blarg: Yes.

Suzie Hessman: All right.

Suzie Hessman: we can see that Rebecca. Has not attended. Any meetings since August? and I reached out to her. And got no response. Yolanda also has not attended any meetings since August. I reached out to her and she has decided to resign.

Suzie Hessman: the other one is



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Suzie Hessman: Selina I want to make sure I'm getting this right so she attended two meetings, November and December.

Morgan O'Hara: Yes.

Suzie Hessman: So she just joined us in October?

Suzie Hessman: So today would be her fourth. absence

Suzie Hessman: But definitely obviously Yolanda has resigned so she's no longer part of our committee. The question would be for us to have a vote on removing, Rebecca.

01:00:00

Motion and Vote

Suzie Hessman: so I believe in order to do this properly someone needs to make a motion. to remove Rebecca from our committee membership.

moo blarg: This is Elizabeth. I'll make that motion.

Suzie Hessman: Thank I need a second.

Sarah McGovern: This is Sarah McGovern. I'll second it.

Suzie Hessman: Thank you, Sarah and then our vote everybody. I say I

Kin Counts: I

Teresa Brooks: I

moo blarg: Elizabeth says I

Teresa Brooks: Teresa says I

Suzie Hessman: Okay, I believe that was all of our members. So we will remove Rebecca from our committee. And then I think if everybody's okay with it, we'll put a pin and Selena and see if she attends our next meeting. Also, I guess Sarah I should be asking you is she participating in incident reports?

Sarah McGovern: She did send an email. I've got to get back to her. she did review emergency measures, but she did the open ones and not the closed. So I'll have to get back with her and...

Suzie Hessman: Okay.

Sarah McGovern: let her know.



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Suzie Hessman: All Thank you. So then that means we've got one two, three four five six. And then seven was Selena, so that would mean we need four to achieve quorum. I think that helps clean things up a bit and let's see. If she Selena is in attendance and participating this next month. Is everybody okay with that?

Sarah McGovern: Yes, I think that's fair.

moo blarg: Yes.

Chat Message: Kin Counts: I apologize everyone... I need to leave the meeting now. Thank you everyone!

Suzie Hessman: Thank you kin for being Have a good night.

Suzie Hessman: Now I have to go back and find my email of the meeting.

Suzie Hessman: There we go.

Review Incident Report and Behavior Treatment Plans

Suzie Hessman: Okay, then our last agenda item is review incident report and behavior treatment plans, and I'm just looking for any feedback from community members on any problems Suggestions anything going on?

moo blarg: This is Beth. I actually have something that I had wanted to bring up and all you'll have to forgive me. It's been a long time since I've ever done this so I don't know if this is the place to do it, but I'm finally getting back going through the incident reports. I humbly apologize that I'm way behind I just hadn't been able to pick myself up after the last couple years but I finally feel good. So I'm back up to reading them. And of course within the very short time, I came across one. That was very disturbing to me. I can give you the number I don't know if you want to pull it up. Let me put it here in the chat two seven one three four Eights. Okay. That's the number of the reincident report.

Suzie Hessman: Okay.

Chat Message: moo blarg: 271348714

Chat Message: Trudy O'connor: sorry, that's not a valid number

Chat Message: Michelle Rademacher: 21348714

moo blarg: That it is back in October. So, I feel bad that I'm that far behind so it's been six months but it was to do with it's under the other abuse but it is sexual abuse. And if you're looking at it, it reminded me of that one that we all were very upset that made it on the news about the young woman that had had the baby under the care. This member has cerebral palsy non-verbal. I kind of surmise she's probably bedridden And the nurse came in to change her catheter or to empty the bag notice there was blood and...



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01:05:00

Suzie Hessman: Okay.

moo blarg: reported The member was transported to the hospital where it says that a rape kit was completed but I haven't been able to come across whether there's been any updates on this or anything like that. I did come across another one. That happened within a few days with the same group home where there was another report. I couldn't tell if it was an extension of the same one of possible sexual abuse, but that one was determined to be unsubstantiated. So my question I guess is what happens in this case where we have a group home that has had two incidents do they continue to operate and they admitted that there was one that the male Employee was put on leave a waiting for DNA tests because in the rape kit there was semen involved, they said that the group home admitted that they're supposed to be Policy that a male employee is never left alone with a female employee and obviously that had not taken event but we were very upset over the one that made the news. This one hasn't made the news because at this point, no baby's been made, and one of the reasons I joined this community was One day I may have a family member. In one of these group homes, some of us do that's our concern. But do we have any power to investigate these types of things, the, follow up on it because otherwise we're just reading the reports of what happened and we're not making anybody safer. For what we're doing. So that was what I brought what my question was is I don't know. If this is something for us to discuss about, do we I know money years ago we had mentioned about going in and observing some of these group homes these vendors to see, are they following procedures are those types of things we've never done it? I don't know if it's because covid came along and we just haven't quite gotten back into it. I don't so I still feel like a new member even though I think I've been here for years or so, but there's still so much. I don't really understand about all this process.

Trudy O'connor: So, I looked at the number that was first put in. Let's see off to try this other one, but we absolutely can.

moo blarg: and I did put in the wrong number. Let me put it in again. I apologize.

Trudy O'connor: it was

Teresa Brooks: Trudy let me just add that. I read the same incident report yesterday.

Trudy O'connor: Yeah, it was disturbing.

Teresa Brooks: And it Was under other abuse. February eight through the 19th and it was the last one there were 12 in there, I think. I just sent that today. Be removed out of the folder. but yeah, I had some of the same questions my feeling was If this had been a different scenario where it was a home where there were just family members or friends or something there and the police came because there's a police investigation but what this event handled any differently.

Trudy O'connor: Yeah.



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Teresa Brooks: I'm like, I know how this can be easily solved not to the DNA test, but I'm sure that you can't just go in and DNA test people, what I mean? But seriously what can be done it was called setting I was sitting in Panera Bread and...

Teresa Brooks: trying not to burst out into tears and I just closed my computer and...

moo blarg: Yeah

Chat Message: moo blarg: 271348714

Teresa Brooks: left because I was so upset.

Trudy O'connor: That one was really super disturbing. I agree. I'm going to have to look at what happened because at one point Police had asked that we not get in the middle of it. We were able to go around some of it, but I'd have to get the details pulled for you guys. I didn't know that that was going to be a question today or it would have been prepared for that.

moo blarg: And I apologize so I just wasn't sure if I emailed it, ahead of time not. So I just kind of waited till tonight.

Trudy O'connor: Yeah, no, I understand it with something that you recently read, but I'll look into it and see what I can gather as far as resolution. What happened there?

01:10:00

Teresa Brooks: so Elizabeth, was it back in October Because my mind was in February.

Chat Message: moo blarg: 21349107

moo blarg: No, I read it last week. the incident was back in October, but it's in the de-1 open under other abuses looks like it says October. So I just start at the top and work my way back.

moo blarg: Since I'm so far behind, but that's where that one was.

Morgan O'Hara: Teresa, I believe you read it in the closed report section and she read it in the open port section.

Teresa Brooks: Yes. okay.

moo blarg: And maybe I should start in the closed and work my way back to the open. But this was the other one here. That was also in one of the opens. Let me see if I'm getting the numbers right here.

Teresa Brooks: Let me just ask you Elizabeth. Are you also doing other abuse for district East or you District da?



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moo blarg: I just clicked on the link that is in the email that I flagged. That said and it opened up the folders for the shared folders and I could have sworn I remembered that. I was doing de or D A. I couldn't remember so I just started.

Teresa Brooks: Gotcha.

Trudy O'connor: I'm sorry. So this other one who won three four nine one zero seven is a different one that's the one that you thought sounded similar or

moo blarg: If you look at it she went through. I just want to make sure I've got it correct without my glasses. It was similar within a day or two. The first one was October 11th. And this one was October 13th, same group home and I was like wait a minute. we know that our members can sometimes feed off of things that have happened in the home and so it could have just been an accusation or it was a continuous. I just wasn't sure I just came across that one. So I flagged the name of the group home and I was just like, what's happening with this group home and have they been Closed have they been penalized have they, been Charged. I don't know because I'm behind in my reading and everything. But like I said, I just wasn't sure obviously this isn't the group home. I would want any of my loved ones in if at this point, so at this point, I'm fortunate that I don't have anybody that's in a group home in my home, any of my children? but if something happens to my husband and I if they're older siblings aren't available or...

Trudy O'connor: Yeah.

moo blarg: able this will be their reality and that's what brought me to the committee is when I saw that I thought, can I Up till that point help make other people's children a little safer by my participation.

Trudy O'connor: Yeah, absolutely. it doesn't Look like these are similar.

Trudy O'connor: It's not the same home. we double check your...

moo blarg: Okay.

Trudy O'connor: but what I'll do is I'll pull the information and do little research on them and then I'll escalate those

moo blarg: Okay.

Trudy O'connor: but get back to you guys quickly and...

Suzie Hessman: Thank you.

Trudy O'connor: next month.

Trudy O'connor: that You of...

Suzie Hessman: Thanks Trudy. Yeah.



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Trudy O'connor: I agree with you those were concerning.

Suzie Hessman: So Beth, that's absolutely what we're here for and...

Trudy O'connor: Yeah.

Suzie Hessman: it's absolutely what I'm so passionate about too. I have a 31 year old daughter who is in a group home, so I've seen all the good and bad and that's why I'm here too. I think most of us have someone in the system in some way, receiving Services of some kind and that's why we're so passionate about it. So yeah.

01:15:00

Trudy O'connor: And that's what's valuable for us too is to hear that other perspective. it makes us better for sure.

Suzie Hessman: Yeah.

Suzie Hessman: Thank you. And then Sarah,...

Trudy O'connor: Yeah.

Suzie Hessman: I guess we'll have to reassign because of losing our two committee members. Okay.

Sarah McGovern: Yeah, I'll send those out. I'll try out tomorrow.

Suzie Hessman: and I'm behind so I just realized how far behind I am. So I'll get on these.

Suzie Hessman: Okay, before we adjourn is there anything else?

Adjournment

Suzie Hessman: Then we will call this committee meeting for district East IOC to a close at 6:21 pm. And our next meeting is on April the at 5 pm thank you everyone for all that you do for being here and appreciate you very much.

Trudy O'connor: Thank you.

Suzie Hessman: Bye-bye.

Trudy O'connor: and a good

Katrien Filez: very good

Lawrence Allen: everybody

Teresa Brooks: Good night.



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Meeting ended after 01:16:36 🙌

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Kin

Medication Errors- Kin

Neglect - Sarah

DA/All IRs - Beth

Accidental Injury - Selina

PRC –

None currently- Tonia

For **February IRs**, the Committee members have been loaded in the shared drive **968** incident reports. This included **22** open and **946** closed reports. ATPC had **22** totals with **0** open and **22** closed.

Type	Open	Closed
Accidental Injury	1	146
Consumer Missing	1	6
Deaths	1	8
Emergency Measures	0	14
Human Rights	2	22
Legal	1	2
Medication Errors	0	72
Neglect	10	82
Other Abuse	1	33
Other Behavior	0	339
Other Hospitalization, Unknown injury	0	191
Physical Abuse	5	17
Property Damage	0	1
Suicide	0	13
TOTALS	22	946



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Number of Questions for Quality Assurance Manager: **9**

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

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

Adjournment

Suzanne Hessman adjourned the meeting at 6:18pm. The next District East IOC meeting will be held on Wednesday March 13, 2024, at 5:00 pm. The meeting will be a virtual meeting.