



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

Call to Order

This meeting is being held virtually via google meets.

Meeting called to order by Committee Member, **Suzanne Hessman**. The date was April 10, 2024, at 5:02 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

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

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Sarah McGovern, (Vice-chair)**
- **Elizabeth (Beth) Bird**
- **Kin Counts**
- **Teresa Brooks**
- **Selina Kataria**
- **Tonia Schultz (non-voting member)**

Absent:

- **Aimee Griffith-Johnson**

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:

Barbara Picone (DDD Office of Individual and Family Affairs supervisor)

Katrien Filez (DDD PRC Administrator DE & DN)

Trudy O'Connor (District East Quality Improvement Manager)

Joan McQuade (Office of Individual and Family Affairs Manager)

Morgan O'Hara(IOC Liaison)

Michelle Rademacher (IOC Liaison)

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



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DDD District East IOC-Conference Call line (2024-04-10 17:01 GMT-7) - Transcript

Attendees

Barbara Picone, Fredreka Graham, Ian Wilson, Joan McQuade, Katrien Filez, Kin Counts, Lawrence Allen, Michelle Rademacher, moo blarg, Morgan O'Hara, Sarah McGovern, Selina Kataria, Suzie Hessman, Teresa Brooks, Tonia Schultz, Trudy O'connor, Wendy Herring - OIFA Mercy Care

Transcript

This editable transcript was computer generated and might contain errors. Liaison has edited some of the transcript for accuracy and ease of reading. Any blue italics transcription was missed by the transcriber.

Call to Order

Suzie Hessman: We are calling to order. Our IOC district east meeting today is April 10th, at 5:02 p.m.

Suzie Hessman: And Morgan will you read the conflict of interest disclosure? Please thank you.

Conflict of Interest

Morgan O'Hara: Absolutely. Do we have anyone who has to disclose a conflict of interest if there is the committee member needs to disclose why.

Selina Kataria: I do.

Selina Kataria: I emailed earlier with the conflict of interest form. I have two agencies that I'm affiliated with that are on the IR list. One of them is cell cat and one of them is New American group home

Suzie Hessman: I'm sorry my audio cut out there were two incident reports that you had a conflict with Selina.

Selina Kataria: Yeah two agencies.

Suzie Hessman: And so Morgan, what do we do with that? She should not be reviewing those incident reports. We need to reassign them to someone else.

Morgan O'Hara: I don't know. *Yes. she has filled out the Conflict of Interest.*



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Lawrence Allen: Yes. Yeah,...

Morgan O'Hara: Yeah. Thank you, Larry.

Suzie Hessman: Okay.

Lawrence Allen: Yes, that's And Selina that really the only time you need to fill out that form. if it's going to be on the agenda, and it's going to be spoken about other than that if you do run across those I would Like you did, please refrain from looking at those and ask to be reassigned to another category or not review those. but

Selina Kataria: Yeah, they didn't come up for a review. They were not in my category, so I don't have any interactions with them; they're just on the list. But yeah, I don't believe they're going to be on the agenda item either.

Lawrence Allen: Fantastic. Thank you.

Suzie Hessman: Thank you. Thanks for that clarification,...

Selina Kataria: that thank you.

Welcome and Introductions

Suzie Hessman: Welcome everyone. I am Suzie Hessman the chairperson and if we could go around and do introductions, we'll start with our committee first Sarah.

Sarah McGovern: Sarah McGovern Vice Chair IOC East

Suzie Hessman: And you know what? I didn't even look at let me get to who all is here.

Suzie Hessman: Selina go ahead and introduce yourself.

Selina Kataria: Hi everyone, Selina. Kataria, and I'm a volunteer.

Suzie Hessman: kin

Kin Counts: *Good evening everyone. This Kin Counts* is a committee member District East.

Suzie Hessman: and Tonia

Tonia Schultz: Hey Tonia, Schultz. I am the facility representative from ATPC.

Suzie Hessman: Did I miss any committee members?

Sarah McGovern: I think Beth is here.



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Suzie Hessman: that's right. I just said she left the meeting.

Suzie Hessman: I didn't see her so she must have dropped off when she gets back on. And then Teresa just joined Teresa. We're just doing introductions. Do you want to introduce yourself?

Teresa Brooks: I wasn't planning on being here, but my other meeting got over early. So I good evening. I'm Teresa Brooks. Committee Member

Suzie Hessman: thanks for joining us and Yeah.

moo blarg: And Suzie, this is [Elizabeth Blarg](#) Community member. Sorry, I hit the wrong red button and I have.

Suzie Hessman: Technology great. Thank I got all the committee members. Yes.

Suzie Hessman: Okay Morgan, will you go around to the rest of our attendees, please?

Morgan O'Hara: Yes. Wendy when you go to start for us.

Wendy Herring - OIFA Mercy Care: You bet. Hi. Good evening. My name is Wendy Herring with the office of individual and family affairs.

Morgan O'Hara: Thank you Ian.

00:05:00

Morgan O'Hara: Technical issues

Suzie Hessman: Technical issues.

Morgan O'Hara: yes. Barb

Barbara Picone: Hi everyone, I'm Barbara Picone. I'm a program manager here with our CARES Administration. We recently had a name change from the Office of Individual and Family Affairs to Cares. We still have an OIFA component here, but our overarching is now going to be called CARES. Just so everybody knows, we're all still a little confused about it, but we'll get there.

Suzie Hessman: All right. I was gonna say every time you guys change a name and we get used to it then you change it again, so

Barbara Picone: I know I'm sorry, and I'm here because for a couple of reasons. I support our independent oversight committee Liaisons and Joan and our redactors. I also supervise our volunteer coordinators who I think you all met Richard and Mickey. I'm hoping they came out to see you if they haven't right if you guys all met them, or do they need to come out and meet you?

Suzie Hessman: We know Richard from having been around a long time ago.



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Barbara Picone: Yeah.

Suzie Hessman: I mean,...

Barbara Picone: Yeah.

Suzie Hessman: I don't know if it was three or four years ago that he was with us. No, we know him, but we're not having physical meetings. We're always doing everything over.

Barbara Picone: something Yeah,...

Suzie Hessman: Google

Barbara Picone: We'll send them to your virtual meeting so they can do a presentation and...

Suzie Hessman: Okay.

Barbara Picone: lastly Leah's not able to make it today. So I'm here for Leah, too.

Suzie Hessman: Great. Thank you.

Morgan O'Hara: Thank you Katrien.

Katrien Filez: Hello, good evening everyone. I'm Katrien Filez PRC administrator with DDD

Morgan O'Hara: Thank you, Trudy.

Trudy O'Connor: Hi all Trudy O'Connor District East quality assurance manager.

Morgan O'Hara: Thank you, Joan.

Joan McQuade: Hi everybody, Joan McQuade. I'm also with the CARES unit, but my team and I are also part of OIFA. Just so you know, CARES stands for Community advocacy resolution engagement and support. A lot of what we have in that department—and there are over 50 of us in this department—do a lot of different things, like criminal justice Liaisons and housing.

Suzie Hessman: Wow.

Joan McQuade: There's a lot of the customer service center under our umbrella as well. And those pieces aren't necessarily what would be part of OIFA? so my

Suzie Hessman: and CARES is easier to say than OIFA to

Joan McQuade: Yes, it is. and it sounds good because we do care.

Suzie Hessman: Yeah, it does sound good. Yeah.



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Joan McQuade: So there you go.

Morgan O'Hara: Thank you, Michelle.

Michelle Rademacher: Hello, everybody. I'm Michelle Rademacher, DDD's independent oversight committee liaison. I was going to make a joke and say I'm with the hero unit. There are probably some of you who remember that one.

Suzie Hessman: Yeah.

Barbara Picone: That is funny Michelle. That is funny.

Morgan O'Hara: Thank you, Larry.

Lawrence Allen: Good evening, everybody Larry Allen, Arizona Department of Administration.

Morgan O'Hara: Thank you, Ian. I'm so sorry. I'm not sure if microphones are giving issues today. He is with United Healthcare and Frederica.

Fredreaka Graham: Hello everyone. This is [Fredreaka Graham with AHCCCS](#).

Morgan O'Hara: Thank you. I'm Morgan O'Hara, the other DDD IOC liaison. Is there anybody we've missed? That's everybody.

Suzie Hessman: Thank you Morgan.

Call to the Public

Suzie Hessman: Next we have called to the public. I don't believe there's anybody from the public on but just in case. Is there anybody on from the public?

Division of Development Disability Staff Updates

Suzie Hessman: All right, so to the division of Developmental disability staff updates. Morgan do you want to go around to everyone in the division to let them do their updates?

00:10:00

Morgan O'Hara: Sure, Barb

Suzie Hessman: Thank you.

Morgan O'Hara: you would start with your Leah update.

Barbara Picone: Sure, Leah didn't pass any updates on to me, but I do have one reminder. I'm hoping all of our volunteers received our volunteer appreciation event invitation and I want to say today is the last date to RSVP but not really we're a little flexible. So if you need a couple of days, it's gonna be fantastic Mickey



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and Richard are both coordinating that event. So we're gonna have a really nice meal and some energy mint and we'd love for you all to be there because we really appreciate you and it's time where you can come in and hang with all of us and just give us a chance to show you how much we appreciate what you do all your long and that is just so everyone knows April 24th, and it's from 11:00 to 2:00 and it's a Desert Willow and definitely let us know if you're attending so we can plan accordingly for food and all that good stuff.

Morgan O'Hara: Thank you.

Suzie Hessman: And that's two weeks from today.

Barbara Picone: Yes. Yep.

Barbara Picone: Kin, please reach out to the volunteer coordinators. We've had some questions come up because we do have kin asked if we provide transportation and we've had.

Suzie Hessman: She wants a limo.

Barbara Picone: *You are on mute Kin.*

Kin Counts: The first driving to Phoenix is a nightmare. Almost so, that kind of put off a lot of things.

Barbara Picone: I know it is.

Kin Counts: That I so wanted to attend.

Barbara Picone: Yeah. Yeah. Where are you? What area?

Kin Counts: Queen Creek

Barbara Picone: Queen Creek. you're not as far as Tucson. No, I'm just kidding. I'm in Chandler. I get the drive I get it. we tried to plan very centrally because we have volunteers all over the state. So we have had questions come up about, we have people up in Flagstaff and as far south is Nogales and so when that is a good question. I wish I could say, yes, we'll pick you up in a limo. But if there are needs out there that are reasonable needs that you have questions about absolutely reach out to us. We've had questions come up about hotel accommodations because some people have to drive so far and there's an expense that comes with that and that is something that we can look at incidentally. So if you really do have questions about that can absolutely reach out to us, okay?

Kin Counts: I have to contact Richard tomorrow and say hey is not the distance. But the Phoenix route is that one.

Barbara Picone: Phoenix is terrible. I know and I live here and I can say that I live in so I'm Yeah,...

Suzie Hessman: great on I-10 in that



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Barbara Picone: the traffic and all that construction.

Barbara Picone: Yeah. Yeah, I mean it is conveniently located though. I don't know if any of you have been to Desert Willow, but we have a lot of our conferences there and it's a really good location. It's actually right off the 10. It's kind of by help me. What's that ballpark over there? There's a base big baseball field. It's like the 10 and University where they all kind of cross. So it really is a good location for us to get everybody from the outskirts to So kin are you coming? Are we gonna see you?

Kin Counts: I wish I mean I need transport. I will see.

Barbara Picone: Yeah, yeah.

Teresa Brooks: And if you can get to my house, you can ride out with me.

Kin Counts: There you go.

Suzie Hessman: I was gonna offer the same if you need that.

Teresa Brooks: You yeah.

Suzie Hessman: I will be in Chandler so

Barbara Picone: Yes carpool. Love it. Thank you all thank you all.

Kin Counts: I'll take you a Teresa.

Barbara Picone: That's any other questions about the events?

Barbara Picone: And I do want to make sure and just to elaborate a little bit. We have two volunteer coordinators. We used to just have one. I don't know if you all met Liz Perez. She retired late last year. And so we recognized when we had this in that position that it was so much between because the volunteer coordinators do volunteer Recruitment and tracking of their training and retention. They all do our holiday program that we have each holiday season where there's someone of a gift we sign up to help out, our families that we work with who might need some assistance during the holidays with gift giving and meals and they also plan this wonderful event we have coming up so we were like, okay one person is not cutting it. So we learned that with Liz we had zero people. So now we got Liz and then throughout the year, we're like, okay, this is

00:15:00

Barbara Picone: Great, but we can definitely use one more person. So the reason Richard came up Suzie is that he retired and missed us so much. He was in Joan's position and left us for a year, and he decided he wanted to come back and apply for one of the volunteer coordinators. He's fantastic in that position. I'm sure you can imagine. And so we have Richard and...

Suzie Hessman: Yes.



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Barbara Picone: we have Mickey Barnhart and they just got asked to come to the Statewide Suzie. So they're going to come out and...

Suzie Hessman: Okay.

Barbara Picone: Do a presentation with updates on how we're doing with volunteer recruitment. I'm sure that's a big question that always tends to come up.

Suzie Hessman: Yeah.

Barbara Picone: But yeah, so I would love for them to come out to your next meeting or in the very near future to do a presentation just for your group. So they continue...

Suzie Hessman: Yeah.

Barbara Picone: what they do and how they can help you and how they track volunteers and they may I think you guys are really good but we're trying to make sure we have our records kind of in order to we have volunteers that been around forever and it's like we don't have a copy of this. We don't have a copy of that. and it's not your fault it very well could be ours because there was a lot of cluster when we just had a party of one in that position. So we're really trying hard to get our records up to date with you to make sure we have everything in place for you guys. To do the great things you do. That's a little bit about our volunteer coordination area, and that's under, so it's kind of cool, Suzie. I came from, I did what Trudy did, and it's been like six years now...

Suzie Hessman: Yeah. That's really wow.

Barbara Picone: I can't even believe it. So it's kind of nice to be able to come and be on this side of it. I'm still here supporting you all, and it's always a pleasure. So, that's what I have, everyone. So, thank you.

Suzie Hessman: Thank you.

Morgan O'Hara: Yes thank you Barb, Katrien. Do you have an update for us?

Katrien Filez: Sure no Staffing updates. You're still a complete team at District East. So we are very happy about that. working hard And updating I think their needs is not attending today, she was not available, but she had a question. She was wondering as Keith The District South I Representative is helping a lot of District East with reviewing the behavior plans if it would be okay to add him to this monthly meeting.

Suzie Hessman: Absolutely. Yeah. Yeah, he again,...

Katrien Filez: All right.

Suzie Hessman: I think he attended last month.

Katrien Filez: I think so too, but I'm not sure how that happened and I'm not sure so he



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Suzie Hessman: Yeah, he's very much. Welcome Morgan if you want to add him. You would appreciate his input so he can let us know how things are going since he's our soul volunteer over there with PRC.

Katrien Filez: In and thank you so much. I will let him know and other question was is there another person at the District East IOC that could help Keith with reviewing the behavior plans? I think Rebecca is not active anymore. So just wondering if Keith doesn't amazing job. but there are times that he cannot so then we are wondering if there would be a backup. available

Kin Counts: Katrien if he couldn't let me know. I will be the backup for him.

Katrien Filez: Okay, and do you mean then sending you an invite? So you are at the meetings or are you talking about reviewing them on your time? which is fine to

Kin Counts: whichever is he couldn't do it. I mean, I'm just his back. he can do it. Just go ahead and then if you are just on some days, you couldn't just let me know. I've done that before so it's like

Katrien Filez: Right. Yes. Yes. Okay. Awesome. Great.

Suzie Hessman: Thank you Kin.

Katrien Filez: Thank you so much.

Katrien Filez: And these were all our questions. Thank you.

Suzie Hessman: Thanks.

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

00:20:00

Trudy O'Connor: We have been super busy and quality. So I told you guys last month that we had five positions to fill in onboard So currently we've got three that we are busy onboarding. So that's taken up a lot of our Manpower but in the end, it's going to be great. Those are champagne problems, right? And so we've got two more that I expect. We will be onboarding by the end of the month. And then we're full steam ahead. We are super excited.

Suzie Hessman: That's awesome.

Morgan O'Hara: That is great. Thank you, Joan. Do you have any updates?

Joan McQuade: We officially have a third redactor. And here's the nice thing. Although she's dealing with all kinds of new employee orientation and everything. she was our contractor adapter. So in between her trainings, she's able to be redacting already, which is nice.

Suzie Hessman: Yeah.



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Joan McQuade: I just submitted a request for another contractor to replace her. I'm trying to coordinate schedules and set up interviews. Of course, someone will need to be trained in the redaction process, but that should help us get caught up with getting our redactions done in a timely manner, so that's a good thing.

Suzie Hessman: That's great.

Joan McQuade: And I will be at the luncheon too along with Morgan and Michelle. So we're all looking forward to seeing everybody in person.

Morgan O'Hara: Yes, absolutely. I think that is all DDD staff.

Suzie Hessman: Okay.

Updates from Arizona Department of Administration

Suzie Hessman: All right, Larry updates from Arizona Department of Administration. Do you have any updates for us? Don't tell me about writing an annual report yet.

Lawrence Allen: Good evening.

Lawrence Allen: No, no annual report. I do not have any updates for the committee. Any questions or concerns that I could answer or try to answer for you or get an answer for you?

Suzie Hessman: Not from me.

Lawrence Allen: Okay. Thank course.

Suzie Hessman: Thank you for being here.

Lawrence Allen: Thank you for having me.

Updates from Integrated Health Plans

Suzie Hessman: Okay, here are the updates from Integrated Health Plans. I know Ian is having technical difficulties, and it looks like Wendy just left the meeting. And if you want to type in nothing, Thank you. If Wendy gets back on, we will ask her.

Updates from DDD IOC Liaison

Suzie Hessman: And then Morgan it's to you for DDD IOC liaison dates.

Morgan O'Hara: Yeah, my big one was the luncheon. but we do have your data to continue on that trend for March the committee members loaded to the shared drive have 517 incident reports with a hundred and twenty-eight of them still in our audit phase. That should be sent by the end of this week. We're hoping and that is 19 open and 375 closed with 18 from ATPC. So that's the data for the month of March



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and then we also do have our Statewide chairs meeting this month as well on April 25th at 5:30 pm. So if any member would like to attend the meeting is welcome to attend if you're not a chair or vice chair, we just need to send you the link. So if the information for that we are available. And that is my update For this evening.

Suzie Hessman: Okay.

Morgan O'Hara: And then I think Michelle maybe had a question.

Suzie Hessman: okay.

Michelle Rademacher: Yes, I had a question about incident reports that we provide to the committee. I don't know if you want to talk about those now or wait till we get to that section. And then also about Statewide I did want to let the committee know that there is going to be a presentation from disability rights, Arizona. They're gonna provide a presentation at the Statewide meeting on the group home monitoring program.

Discussion and Review of Incident Reports and Behavior Plans

00:25:00

Suzie Hessman: Good to know go ahead with your incident report question.

Michelle Rademacher: Okay, so now Selina and I had a conversation about the category that she was assigned and I wanted to ask the committee because when I was trained as a liaison, I was told the committee wanted the eye some of the IRS to automatically be uploaded to Archive. And the other ones to go into the open and closed folders. So for the assignments and what goes into archive, we're noticing a disparity now, so right now What Morgan and I do for uploading we give you all of the incidents but the ones that are in the folders for open and close that don't go into archive are physical abuse, other abuse, neglect, death, human rights, emergency measures, and suicide

Michelle Rademacher: so for the assignments on medication errors and accidental injury we've been putting in archive. Do you want us to not put IRS and archive or do you want to talk about this monks the committee and get back to us on what those assignments and what IRS you want Easily through the folders the closed and open ones.

Suzie Hessman: And I think we did that due to our lack of eyes to be able to look at everything, trying to limit things because we're not looking at the open reports because there's no data. It doesn't make sense to look at those. Now we have a much shorter period of time between open and closed, so that allows us to see things better and more in real time. I think we can go ahead. What were you going to say?

Kin Counts: Yes. I was just wondering so those that automatically goes to archives. That's not being reviewed at all. So they just wanted that. what I have not been getting any medication I was like okay. That's why. Okay.



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Suzie Hessman: So I didn't know you were assigned medication or Sarah. Are you?

Kin Counts: Yes, I am.

Sarah McGovern: Yes, she is assigned physical abuse and medication errors. I always under the impression that after we review folder. when I do a neglect folder, I'd let Morgan know that it's been reviewed and then it's moved into the archive. Is that correct? Okay.

Michelle Rademacher: Yes, correct.

Sarah McGovern: Yeah, but we are doing a select group of categories.

Michelle Rademacher: Okay, so here I can tell...

Suzie Hessman: Sarah

Michelle Rademacher: which ones are not going into the open or closed for review? The ones that are not being reviewed are accidental injury, client missing, legal, Med reviews, Other Behavior, other injury, and property damage.

Sarah McGovern: So I had an accidental injury as one of the ones that we do review. That was what I assigned. to Selina, maybe that's where I was under the impression.

Michelle Rademacher: right

Sarah McGovern: That was one of the ones we had.

Kin Counts: I did say the other Behavior. In the file, I did see the other Behavior for IRS in. So, are they still being archived, or are they supposed to be reviewed?

Suzie Hessman: Michelle, I was writing those down. Can I ask you to repeat them one more time? I've got Medical errors, accidental injury, client missing, legal, and other behaviors, and then I started writing others.

00:30:00

Michelle Rademacher: other injury and...

Suzie Hessman: Okay.

Michelle Rademacher: property damage

Suzie Hessman: And so of those Sarah, which ones do you have assigned to a Committee Member?

Sarah McGovern: Yeah, I'm wondering. So for kin, I have physical abuse and medication error. For you Suzie. I've got death and suicide. I'm on neglect. Beth is on da that whole category. Teresa is human rights and other abuse. Amy is emergency measures and Selina I had on accidental injury.



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Suzie Hessman: So obviously we had some miscommunication there Michelle with Med errors and accidental injuries should be going into the closed rather than archive.

Michelle Rademacher: Okay, we'll change that then, immediately, or today, or I spoke with Selina. I did move her categories back into the closed folder, so Will I change that now?

Suzie Hessman: Okay.

Michelle Rademacher: How do you want? move forward You want us to move some medication errors back into the close folder or do we want to just go moving forward? we're going to load all of these into the closed for you.

Kin Counts: I guess it's up to the committee. I'm okay with reviewing it anymore. It's up to the community. I'm fine either way.

Suzie Hessman: We can just do it moving forward. So you don't know all of a sudden have a backload of a bunch of IRS to review kin.

Michelle Rademacher: Okay, and we will still then move to Archive client missing, legal, other behavior other injury, And property damage, is that correct? Did I get that correct?

Suzie Hessman: Yes, that is correct. Unless anybody on the committee has Something to say,...

Michelle Rademacher: Okay.

Suzie Hessman: otherwise, does anybody have a discussion regarding those?

Suzie Hessman: categories that were Just archiving.

Suzie Hessman: Okay, so let's go ahead and Trudy. Yes.

Trudy O'Connor: I was just gonna say those are all still available. Right? So...

Suzie Hessman: Okay. Yes.

Trudy O'Connor: if you need to look at them you absolutely can Okay, perfect.

Suzie Hessman: Yes, yes.

Michelle Rademacher: Yes.

Suzie Hessman: Okay.

Michelle Rademacher: And thank you. That's all I

Discussion, Review and Possible Action on Committee Membership



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Suzie Hessman: Thank you, All the Discussion review and possible action on committee membership. I haven't heard anything from Morgan or Michelle. So I'm gonna assume we don't have any possible new members, correct?

Morgan O'Hara: I have not received any known.

Suzie Hessman: All right, then we will discuss and review incident reports and behavior plans, which I think we pretty much just did.

Suzie Hessman: But yes, kin.

Discussion and Review Incident Reports and Behavior Plans

Kin Counts: *I always have questions. So, first of all is when I do the reviews, I find it the consistency in the format, and a reenactment is all over the place. Everyone has a different ways some are missing information so there's a lot of inconsistency to make it very difficult for us to understand or to get the information of what is actually going on. Sometimes, you only see half of it and then the other one was over Southern not there, again name some missing and things like that, not even saying the real name, but Have a difference, who is who? So it's making it very hard. I mean in that sense because we are all trying to advocate for the members, but then if we do without Really Sufficient information is really redundant sometimes when you ask questions, and it's like it's been okay, this is that but we don't know. So sometimes we find that. The next question is what is our role as the IOC in reviewing all this when? many at times I see that the quality of care is it's not a concern but it is so maybe we are missing something or I am missing something that has been look at but was not reflected on the report in some summary. So we have to ask those questions and some questions are not answered. Usually is that what measures have been taken? What are the followups? I never get any answers. in a sense*

00:35:00

Kin Counts: so another question is it the IRS is just looking at the violation of right so we look at it so long as there's no restraining, then it is closed. not even look at the quality of care and what roles because I get confused. Sometimes when I look at incident report. I do an overall. It's like to add a member itself to what is going on and what happened and things like that in order to see whether there's any violation or not. But it's very hard because of the inconsistency and the lack of information. For us to actually is going on. So I mean, yeah, so I really want to know what our role is. Is it just looking at violation or that's it. And then there's no quality, we don't have to care about that and Things like that. So yes Trudy, please help.

Trudy O'Connor: I don't want to speak out of hand so I will others speak to your role but I did want to mention we are doing monthly provider meetings. We're doing presentations and technical assistance. There's been an adjustment to our new form. So, I think that you're going to see those things start to improve but you are correct. There's inconsistency between vendors and the way that they write and we are trying to address those giving technical assistance just so you know that we are working on that.

Kin Counts: Yeah, that will definitely be very helpful when it's Thursday, so we know exactly...



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Trudy O'Connor: Yeah.

Kin Counts: what to Target When we look at an IR, we know exactly what we're looking at instead of all over the place and then some part in the summary and then finding the summary and then later on it's not connected somehow. Is that bits and pieces here and there?

Trudy O'Connor: I can't say that this summary notes the parts that you see. Those are when we get additional reports. So what we enter is in the description. That's the first report we received, but oftentimes, we will have multiple reports come in for the same incident. And so those are the things that are going into the summary notes along with specific actions that were taken by our entry team. Okay.

Kin Counts: Because I do see the actions they find out and some are pretty well, information, a substantially but others is that I do not know whether they're trained, the staff said they're all trained. But then here you are, there doing a basketweave, restraining on the member. So what kind of follow-ups do DDDs because whenever I answer the follow-ups and the measures they can it was never In what the questions so what is going on? Is it all closed case one? This is done when we look at and that's done deal.

Trudy O'Connor: I think you will find that there's a pretty consistent question that we ask the support coordination to do. For emergency measures those kinds of things the teams are meant to follow up on those things and address whether Behavior plan is needed those kinds of things because we want to make sure that everybody's needs are being met and that there's no restraining happening when we can, manage it through a positive behavior support. So I think some of those things those inconsistencies might have to do with the way support coordination response to for sure, and that's something that we can speak with the district support coordination team about

00:40:00

Kin Counts: What is the role? What was the definition of DDD quality of care? What is this definition when it comes to members? How do you define the DDD part with regard to quality of care? Maybe I'm missing something regarding the quality of care because many times I see that the quality of care or there's no concern, but obviously there is a concern. But I just want to make it clear. Maybe I missed something. We've got to that.

Trudy O'Connor: Yeah, that's a good question. I'll pull the official definition for you. Okay, sure.

Kin Counts: Okay. Thank you.

Kin Counts: Teresa it's a question.

Teresa Brooks: Sorry, but I didn't mean to push it that soon. But that's just as well. Trudy we had talked about that incident report last month. Where are you going to get back? With us on that are you prepared to do that yet?



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Trudy O'Connor: I did send the response. I could not answer part of it regarding police reports because that was still an ongoing investigation. But I did get a response from our chief quality officer that was submitted, so that could go back to you.

Trudy O'Connor: If you need me to get some other information for some follow-up I can certainly do that.

Teresa Brooks: Thank you so much.

Trudy O'Connor: Sure.

Kin Counts: Trudy just one more question. Sorry, exactly what is our role? With regards to the IRS. I mean when we review it because is our oversight? Right? So we're looking at the whole thing, but there is information there being removed. Some of the information so that is not going to help if we have to really tolerate look at everything. So that's what's our role at just make sure everything that is done is no violation. Nothing or are we actually look at the whole thing and look at everyone's everything and says that we had some concerns this has some issues. So what is that exactly our role?

Trudy O'Connor: I think that was something discussed at a meeting. I think Michelle might have brought something. I'm sorry; forgive me. That was about what the role was. For IOC members when they're reviewing, we heard something like that, right?

Michelle Rademacher: It's probably been a little bit, but I do remember that, at least when IOCs are looking at incident reports.

Trudy O'Connor: Yeah.

Michelle Rademacher: You want to look at, think about the statute that's related to that and what The incident reports IOCs are charged legally through the legislation in Arizona to review incident reports for abuse neglect rights clients rights is the biggest thing that it's the human rights committee. That's where IOC came from so you're looking for any member rights violations and actually the act of how to DDD respond to these incidents did DDD respond appropriately to the agencies and what the agency's actions were in relation to that because incidents are a picture or snippet in time of something that occurred but the actions related to what occurred is really what your eyes are doing from the outside of DDD self, auditing them you're in some ways, auditing yourself identifying any concerns with the program with the items or with actions and on the primary one is reviewing incidents of possible abuse neglect or denial of clients' rights and did DDD act appropriately and correcting or evaluating what the agency and the providers have done. Does that make sense?

00:45:00

Kin Counts: Yes. about that seems that this has been a huge issue even with the other districts that we have Network about and...

Michelle Rademacher: Okay.



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Kin Counts: it's like many volunteers have resigned because nothing it's like it's wasting our time doing something that was not looked at I mean, I mean I put it in a very harsh way it's like what? They have the impression that it's wasting our time because we're looking at something that's not going to move forward. we just look at it and make some comments next so nothing has been done or followed up. So yeah, so that's why, and then yeah, so we have, volunteers that decided, this is not what they would have expected, and also when we get new volunteers at the same time, it's like do they have backgrounds usually, sometimes I see the volunteers that we recruited is do they know what exactly to look for? Because our members are concerned. So we really need sharp eyes for that So these are just little questions that across we're looking at and how can we make it better? really, advocate for members that what that is some issues going on. There are some concerns, how can we help them?

Trudy O'Connor: And I have to say that's where that longevity is really super helpful, having some time that our members are, being reviewed you start to get to know the rules and the community a little better, and then I feel like you give us a great perspective to look at things through a different lens. So I think for the most part are questions or are valid.

Suzie Hessman: Teresa

Teresa Brooks: Kim I think you make some good points I just want recently before today of several who have resigned as They didn't feel like they were making an effect. but I can only speak to me and I'm coming up on my two-year mark. And I feel like I'm barely getting my feet under me. And I still feel like I Kind of working in the dark is there because the only training I got for this was How to access the Instant reports and comment on them. That's all that's in my life experience, so I really feel like I'm almost not qualified to do this. So I would suggest more training. I would have loved training. I would love to know what kind of training you give to agencies or whatever to fill out instant reports and more about what I should look for and what my rights are. I mean, I've had article 9 training, but that's it.

Suzie Hessman: Yeah, unfortunately, there hasn't been formal standard training. So I've been doing this for 10 years. Depending upon who was in charge of the committee from the district we had different trainings come from them in different manners, it all started back in the day with Jack and he gave me a whole bunch of stuff that I put all into a Google Drive and shared with everything from PowerPoints that showed how to create a behavior treatment plan, like the training that the agencies would get on how to create a behavior treatment plan and we had abbreviations for all of the acronyms that are in everything so there was a lot of different stuff over the years and yeah, I think it would be wonderful if there was a Video webinar kind of trainings that went over.

00:50:00

Trudy O'Connor: I just

Trudy O'connor: I like where you're going with it. And I think maybe the chairs could discuss where you feel like you might have holes in the information so that we can come up with a better framework. I mean, the feedback is excellent.



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Suzie Hessman: Yeah. Yeah,...

Trudy O'Connor: Love to hear.

Suzie Hessman: That's a good idea if we can still get that on our Statewide meeting. I'd be happy to bring it up.

Trudy O'Connor: That would be cool.

Suzie Hessman: Yeah, Teresa.

Teresa Brooks: I feel like it might go a long way to helping people new committee members. It might help in retention.

Suzie Hessman: Yeah, yeah.

Trudy O'Connor: The same thing we say when we're onboarding staff like our training means a lot for retention. Yeah.

Teresa Brooks: right

Suzie Hessman: And can thank you for sharing your thoughts and frustrations and there are some of the same things that we've said for a long time, and I have to say I have seen a lot of improvements. Government is a slow-moving Cog and being somebody where I've been self-employed my whole life. And so I've never had to live by corporate rules let alone government role of this very hard for me to see how slow it moves but I have seen Improvement, things that I suggested 10 years ago are finally being implemented like having the standardized forms and having everything shared electronically and if you go back and look at my annual reports, I've been asking for those things for you, they're finally happening and so I think there are slow improvements. I think though when we look at it, especially as parents. the quality of care is not where it needs to be. It is lacking. the quality of the agencies. Is lacking the quality of agencies to care for are highly behavioral members is lacking. I think since the pandemic. There's been an even bigger problem with direct care workers. Not being able to keep them and that. Poses a problem for agencies, I think there's a lack of pay they don't pay them enough. So you get a provider who let's say they're getting minimum wage. That's 1436 or whatever an hour. They can go work at Popeyes and get eighteen dollars an hour. Why do they want to work with an autistic member that's gonna attack them and spit on them and call them names when they can go, Fried Chicken? so you look at what's happening it starts with. The training which I was so happy to hear Leah talk about that. They're giving better Positive Behavior Support training to the agencies that they then provide to the Direct Care staff because if they don't have that training and they're just dealing with somebody who's combative. Why do they want to do that day in and day out, we know it takes a very compassionate person to do the job in the first place. But if they don't have that training and they feel frustrated by that that makes it really hard to retain staff. So having that training I think is really great. The second thing is they need to be paid more bottom line, we all scream about our teachers more is the same thing the Direct Care staff needs to be paid more. So I put that in my reports every year. I don't know whether my reports even get read because I don't even get



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acknowledgment by legislators and everybody I sent it to that. They even received it, so I feel that same frustration we've complained for years about the redaction. I don't think it's necessary when we're signing confidentiality and it's no different than agencies seeing things or DDD staff seeing things or if we've pledged that confidentiality, why does all that needs to be reacted, and as far as what the legalisation says of what our job is It doesn't get into gritty specifics or really even an arching overview. It basically says we should be reviewing these things and leaves it at that so.

00:55:00

Suzie Hessman: I think it's our job to to. Be more broad with that to try to I think there is more that we could do. As committee members, I think there are more suggestions and policy suggestions that we can make, but it is hard being a volunteer, especially with a limited number of volunteers and a lack of participation. But it is also hard when we've got our own lives being volunteers to dedicate the time to it and there have been plenty of times. I wanted to quit and I don't for one reason because of my daughter. I know that I could get hit by a bus tomorrow not be here and I want to hope that I've done the best that I can to create. improvements so that the quality of care that she has is better and better all the time. So that's the reason why I dedicate myself to it is for my daughter. And I said, I've seen incremental slow changes but changes that are better. I mean right now my daughter is in the best group home. She's ever been in and we've had a lot of shall I say crappy agencies that we've had to deal with over the years. she finally is not calling me 30 times a day. Which is such a relief, she has a one-to-one that gives her time and attention so that she gets that attention and support that she needs so that she doesn't feel like she has to call me 30 times a day. So then they're finally doing their job now. She's missed a lot of doctor's appointments and it's frustrating there. But it's incremental changes that it gets better. So yeah, that's all get off my soapbox, but

Trudy O'Connor: And I just have to say because I read the questions that I think that it always is positive even if you're asking a question the question makes think. And having a different perspective definitely it's valued. And I think all of that adds up over time. And also if you think about us as family members, when you start navigating our system that's complex and not always an easy thing to maneuver in the middle of crises and life. it takes some time to get to know and then pretty soon you're advising somebody else who's coming in, and I think if we could maybe integrate some of that into some training, that would be awesome.

Suzie Hessman: Yes. Yes, I think training is. Definitely something we should talk about that. I appreciate. Kin and Teresa bringing that up so that we can help push forward some of those changes. I've always said that a video course to go through that helps with webinar style where they can log in at their own time because sometimes you just can't show up at a particular time, but then if they can log in and then ask questions that they have after Meaning those pre-recorded, webinars would be very helpful. You take it step by step with how do you review an incident report? What's applicable? what are the statutes? article 9, Behavior treatment plans, how do we create a What is a quality Behavior treatment plan look like there are all kinds of things like that that we could modulate so it's like one module two. Yeah, and I think that that would be really helpful for our members and to keep retaining members. So I mean some of us have been around a long time and I think others have gotten frustrated and feel that sentiment Kin, you



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didn't come right out and say it but I'm gonna say that your sentiment is why am I doing this? Because it's not making a difference and I think it is slowly making a difference. Because like I said, they're now finally doing some things that I've been asking for for 10 years, so

01:00:00

Suzie Hessman: as my dad always said keep on keeping on it's the motto of our family, and that's what I try to keep in focus is we do make a difference and we slowly can. Push the big machine which is government. by continually having the loud voices and I appreciate all of you with the time that you give because I think it makes my daughter's life better. So every little bit that we do and that we give helps. and I have seen tremendous change. I will tell you that when I started on this committee. And I'm not going to throw any names under the bus, but we've had some pretty awful directors that. Made life difficult and now for Zayn to show up to our Statewide meetings and be on the call the whole time and actually give a crap about what we have to say and listen to us. That's pretty amazing. We did not have that we had some directors that I stopped to talk to him and he just kept walking on by because he just didn't care, so it's Completely different the framework that we didn't use to have the support that we have in this committee. Now, we have a meeting where look at all these people from all these different parts. Who show up? We didn't have that before, we were lucky that we had our coordinator and that's it. We didn't have any other DDD members and it was slowly that people came and sometimes they just wouldn't even show up. So to me this meeting right here with the people that we have on it from all the different aspects. It's amazing. We have more support than we've ever had so. Government is a slow-moving Cog but I do see Improvement. I do see changes happen. So.

Suzie Hessman: I'll get off my soapbox.

Kin Counts: *So if the IOCs could come up with different categories. What? Are we going to look at the general article 9* and those and then the category because every category is different, we look at different things that physical abuse and recite all different things so that whoever counts in we able to refer to and say okay under suicide. This is what I have to pay attention to is what on top of the general expectation that we're looking at. So I think we I think this would be a good because we can always refer back and say hey, what are we missing? And then okay, if it was not in the IRS we can post a question and say that this is in a guide, but then what happened? So I mean, I know it could be very tedious because of the different categories, but I think in a long term it's gonna help all of us newcomers, the old ones have been here for ages because it's a good reference that we can look at.

Suzie Hessman: Yeah. ...

Kin Counts: Yeah,

Suzie Hessman: I think that having that right in our Google Drive would be very helpful. I did that originally when I was hosting it and had a whole bunch of information in Google Drive so that our members could just go to that and see, if they wanted to look up what an abbreviation stands for, they could find it. You want to look up Whatever guidelines, it was all right in there. So having some of that and the training in



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our Google Drive that everybody can see I think would be very helpful. So I agree with that Kin I think that would be

01:05:00

Suzie Hessman: Good.

Suzie Hessman: Michelle

Michelle Rademacher: So Morgan and I have been making notes, we're paying close attention to what you're speaking about what the trainings, and I know that it is totally possible to put reference material in the shared drive for easy review. I would like to see if the committee wanted to keep a standing meeting agenda item on this topic. And discussion so that we can develop this together because when ultimately look at it DDD can't tell you what to look for in an incident report. We can explain all the components of an incident report. But your committee yourself can have those discussions and Morgan and I can help as your administrative support in developing that documentation for you so that we can put it together in your words for you if that makes sense.

Suzie Hessman: Yes, yes. Thank you. Yeah, Trudy.

Trudy O'Connor: And I was just going to say, I think whatever resources you can gather and pool together as well so that every district has the same information and you're sharing your resources like that, that would be great, too, if you guys can collaborate on that some.

Suzie Hessman: Yeah, I agree.

Trudy O'Connor: I love it.

Suzie Hessman: okay. I think I

Suzie Hessman: I saw no, where do I get to when somebody types in a message that once it goes off the screen?

Tonia Schultz: There should be a little message. It says chat with everyone. Yeah.

Suzie Hessman: Always going at the bottom. That's Okay. Because I wanted to make sure I didn't.

Suzie Hessman: That's why we were all here. We want to hope that everyone. Yes.

Suzie Hessman: I want to make sure I didn't miss anything.

Suzie Hessman:

Suzie Hessman: Does anybody have anything else before we adjourn I appreciate very much all of you being here because I know that It makes a difference in the life of my daughter and that's all of us advocating for helping everybody else's kids. makes a difference so



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Adjournment

Suzie Hessman: Okay, if there isn't anything else, then we will adjourn at 6:10 p.m. Our next meeting is May 8th at 5:00 p.m. on the same channel. Thank you, everyone. I appreciate you.

Katrien Filez: Thank you all have a good evening good.

Wendy Herring - OIFA Mercy Care: Thank you.

Kin Counts: Thank you.

moo blarg: Good night, everyone.

Joan McQuade: Thank you.

Teresa Brooks: Tonight

Selina Kataria: Thank you.

Joan McQuade: Michelle

Meeting ended after 01:08:50 🙌

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 – Kin

None currently- Tonia

For **March IRs**, the Committee members have been loaded in the shared drive **800** incident reports. This included **34** open and **766** closed reports. ATPC had **21** totals with **2** open and **19** closed.

Type	Open	Closed
Accidental Injury	1	94



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Consumer Missing	0	19
Deaths	0	11
Emergency Measures	1	11
Human Rights	4	21
Legal	0	14
Medication Errors	2	38
Neglect	17	105
Other Abuse	4	44
Other Behavior	1	236
Other Hospitalization, Unknown injury	0	136
Physical Abuse	4	32
Property Damage	0	1
Suicide	0	4
TOTALS	34	766

Number of Questions for Quality Assurance Manager: **15**

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 **Kin Counts**.

Adjournment

Sarah McGovern adjourned the meeting at 6:18pm. The next District East IOC meeting will be held on Wednesday May 8, 2024, at 5:00 pm. The meeting will be a virtual meeting.