



**Division of Developmental Disabilities (DDD)  
District North Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Wednesday, June 19, 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, **Don Harrington**. The date was June 19, 2024, at 5:02 pm. The address of the meeting was Virtual, no physical address.

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**Welcome and Introductions**

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

Attendance by Google Meets unless otherwise noted:

- **Don Harrington**
- **Becky King**
- **Sara Pederson**
- **Teri Traaen**

Absent: **None**

Public in Attendance: **None**

Arizona Department of Administration (ADOA): **None**

Arizona Health Care Cost Containment System (AHCCCS): **None**

Healthcare Plan Liaison: **Ian Wilson** (United HealthCare) **Ashley Mason** (Mercy Care)

DDD staff and guests:

**Katrien Filez**(DDD District East Program Review Committee)

**Robin Glau** (DDD District East Quality Improvement Manager)

**Jen Myler** (DDD District North Program Manager)

**Dean Thomas** (DDD District North Program Review Committee)

**Richard Kautz** (DDD Volunteer Coordinator, CARES Administration)

**Michaela “Micky” Barnhart** (DDD Volunteer Coordinator, CARES Administration)

**Diana Taylor** (DDD HCBS Manager)

**Joan McQuade** (DDD Manager, Member Advocate, CARES Administration)

**Morgan O’Hara** (DDD IOC Liaison, CARES Administration)

**Michelle Rademacher** (DDD IOC Liaison, CARES Administration)

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

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## **Updated: DDD District North IOC -Virtual Conference (2024-06-19 17:01 GMT-7) - Transcript**

### **Attendees**

+1 602-\*\*\*-\*\*89, +1 928-\*\*\*-\*\*13, Ashley Mason MSW, Becky King, Dean Thomas, Diana Taylor, Don Harrington, Ian Wilson UHC, Jennifer Myler, Joan McQuade, Katrien Filez, Michaela Barnhart, Michelle Rademacher, Morgan O'Hara, Richard Kautz, Robin Glau, Sara Pederson, Teri Traaen

### **Transcript**

*This editable transcript was computer generated and might contain errors. People can also change the text after it was created.*

### **Call to Order**

Don Harrington: it's 5:00 pm on June 19,2024

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

**Don Harrington:** So I know we have some new members today. And Larry sent me a thing. It said At the start of the meeting you will appoint new members to the committee and there but there will be no vote. So the vote comes later. So at this time, I'd like to have the new members Morgan if you could introduce them.

**Morgan O'Hara:** Yeah, for I believe we have Teri with us today.

+1 602-\*\*\*-\*\*89: Yes, Can you hear me? Okay.

**Morgan O'Hara:** Yes, we can. Thank you. And we also have Sara with us today.

**Sara Pederson:** Hello, good afternoon.

**Morgan O'Hara:** Hello thank you.

**Richard Kautz:** Hello.



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**Morgan O'Hara:** And that will be it for this evening for new members. Stacey yes,...

**Don Harrington:** just two

**Morgan O'Hara:** Stacy had something come up.

**Don Harrington:** Okay, good enough. So, my name is Don. I don't think this is an official meeting yet until we vote on the new members did Becky with Becky able to attend? Okay. great.

**Morgan O'Hara:** She is here. Yes.

### **Welcome and Introductions**

**Don Harrington:** So we'll do it start with introductions. You guys know Morgan. She's a sweetie and so we'll go to Joan.

**Joan McQuade:** Hi everybody. I'm Joan McQuade and I'm with the CARES Administration and I'm here supporting Michelle and Morgan.

**Don Harrington:** mhm, Katrine

**Katrien Filez:** Hello everyone. I'm katrien Philip PRC administrator with DDD.

**Don Harrington:** Michelle

**Michelle Rademacher:** Hi, I'm Michelle Rademacher. I'm a DDD independent oversight committee liaison.

**Don Harrington:** it's a long title. Richard

**Richard Kautz:** Hello My name is Richard kautz. I'm a volunteer coordinator with the CARES Administration.

**Don Harrington:** cool. and Sara

**Sara Pederson:** Hi, I'm Sara Pederson. I am down here in Phoenix. my day job is that I am the director of the early care and education programs throughout our health. So I work for the owner Health desert Mission programs over there. I'm also a mom to a 24 year old who is on the autism spectrum and was diagnosed when he was four. I'm also very very very active in my son's Special Olympics. He's very active and Special Olympics. I'm also a Special Olympics swim coach because that's all I can do at my age in shape these days and I also have the pleasure of teaching the first healthy relationships class with Special Olympics with our delegation. That was exciting and very passionate about that.

**Don Harrington:** What we are certainly glad to have you Sara. I'm personally happy and let's see is that Michaela?



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**Michaela Barnhart:** Hello. I'm Michaela or Mickey Barnhart. I am one of the volunteer coordinators for the CARES Administration.

**Don Harrington:** Cool Jennifer.

**Jennifer Myler:** Hi everybody. I am Jen Myler and I am the district manager for support coordination for district North.

**Don Harrington:** It looks like you got a little Sun.

**Jennifer Myler:** No, I just live in Flagstaff and we don't have air conditioning. So it's just a little warm.

**Don Harrington:** Becky. How are you?

**Don Harrington:** are you off mute?

**Don Harrington:** you're not coming across I can see you're off mute. We'll give you a chance to fix that and we'll go to Diana.

**Diana Taylor:** Hi everybody. My name is Diana Taylor. I'm the manager of the program monitoring unit for the HCBS. I'm here today to provide some clarification and information about what the program monitoring does and help the answer some questions for you.

**Don Harrington:** I'm so happy. You're here Diana. Thank you for being here. Ian

**Diana Taylor:** You're welcome.

***Ian Wilson: Hi. Good evening everyone, Ian Wilson here with United HealthCare Plan Member Advocacy***

00:05:00

**Don Harrington:** Okay, Ashley.

***Ashley Mason: Hi everyone, Ashley Mason Veteran Advocate and behavioral health with Mercycare***

***Chat Message: Michelle Rademacher: Becky fyi... if you can't unmute, it may help to drop off and log back in.***

***Chat Message: Becky King: I think I got it. I will try again***

**Don Harrington:** Okay, and we have one more. And is that Rob Robin, but that's Robin.

**Robin Glau:** Yep. Hi. I'm Robin Glau. I'm the district North QA supervisor currently acting QA manager, but just for 30 more days. so...

**Don Harrington:** Bro, what happened?



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**Robin Glau:** Stacey wrote Hermel is going to be resuming her role as manager. Our special assignments are ending on July 19th.

**Don Harrington:** well Will we be able to see you next month?

**Robin Glau:** Yeah.

**Robin Glau:** That was one of the updates I was going to give was that you can add her back on to the meeting invite and then take me off. Because she'll be resuming as the manager. attending the IOC meetings

**Don Harrington:** Okay, Robin just know you can come back or attend one anytime you want to okay?

**Robin Glau:** Right. Yes. I know. Thank you.

**Don Harrington:** Thank My name is Don Harrington. We got a couple of new people here. So I am the IOC for Northern Arizona. in my professional life. I'm a licensing worker for a company where I write behavioral treatment plans and I view all the vendor calls to see if we have a placement that is going to meet their needs in that are ready for another member. I live in Munds Park, but right now I'm down in Phoenix that are family reunion. It is hot down here. I mean, it's crazy hot. So thank God for air conditioning. So let's get started. I'd like to have the Becky. Did you get your volume fixed? You did go ahead and...

**Becky King:** Did I get it fixed?

**Don Harrington:** introduce yourself.

**Becky King:** I'm Becky King. I'm an IOC volunteer. So I have been trying to help Don out as much as possible. My daughter is on the Spectrum for 23' She's 23. So been a part of the system for a long time and am really excited to be able to help out, and that's me.

**Don Harrington:** So I forgot to mention. I have a son with a cognitive delay. He's the happiest guy. You'll ever want to meet him, and he's always smiling. He's always trying to make a joke. It was an absolute pleasure. I think I learned more from him than I ever taught him. but that's why I'm so passionate about members' rights. And I want to make sure that they have every opportunity available for them to succeed in life. Just right up to their limit if possible and everybody else we need to go a little bit beyond our limit to learn, and I hope that they have that opportunity. So the way I like to do the meetings I like to get the DVD members done so they can just go back home. So if we could start with Jennifer

**Jennifer Myler:** So good news in district North we are down to three support coordinator vacancies across the district. So that is amazing news for us. and we have Successfully created two new DDD targeted units and the creation of those units. Will really allow us to decrease the cancel times for our long term care support coordinators, which is also super exciting. We're currently serving around 4600 members at this point and will in the near future be absorbing a small unit from the globe office. So our little district North is growing.



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**Don Harrington:** So yeah, sounds like so you're gonna be actually taken over. That office will be part of the North.

**Jennifer Myler:** And just for one unit. in the globe office

**Don Harrington:** Okay. What unit, is that?

**Jennifer Myler:** It'll be a long-term care unit.

**Don Harrington:** Okay, okay. I'm sorry if I zoned out on you there.

**Jennifer Myler:** Yeah, no, no.

00:10:00

**Don Harrington:** Thank you so much, and I don't have air conditioning in my house either so I know how you feel.

**Jennifer Myler:** yeah, I mean we have Islam cooler and it only does so much now if I was sitting in the living room or the swamp cooler is we'd be great. I'd be loving it but my office is a little bit warmer.

**Don Harrington:** Michaela

**Michaela Barnhart:** Yes Richard and I the volunteer coordinators. I'm just here to give a little update on what we've been up to how recruitment's going answer any questions. You might have so big update we're both currently in page to do in event tomorrow up here in Family Resource conference. So we'll have a table there to drum up some more recruits for volunteers specifically in district North so we're really excited about this opportunity we got. So we're up here doing that. We've also been really working with different newsletters throughout the state to try and get this little blurb that we have. if anyone knows of any external newsletters that we can put a little ad in let us know we've got the language ready to go and I can almost tell exactly when newsletter goes out with that because we get five or six people who reach out to us immediately after so we're seeing some really great results from that and a lot of those people who are also filling out the application and coming to volunteer. So it's been really lovely to see the fruits kind of start to bloom and Blossom

**Don Harrington:** I appreciate all of your hard work you and Richard do it's kind of a tough job. I used to live in page for about six and a half years. So, hopefully you'll find somebody up there. I'd love to have their perspective being that far north so they would be a great contributor to the board here. Katrine let's move to you next.

**Michaela Barnhart:** Yeah.

**Katrien Filez:** All Thank you. PRC is this week conducting several interviews for a new additional PRC team. So this week interviews for the PRC chair next week for the PRC admin. So this is a sixth team. They will not be assigned to a district. They will be providing Statewide support to our current five PRC



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districts. This in an attempt to reduce the wait time for PRC reviews. I think they are currently scheduled out to six weeks. And our goal is to reduce that to two weeks. That new team will also handle all the emergency PRC reviews that are submitted to us. So we are super excited that we got the approval for this additional team and it's really moving along rather quickly. pretty good.

**Don Harrington:** then That is wonderful news. I'm glad to hear that. where will the team be stationed out of north or

**Katrien Filez:** And it doesn't really matter at this point.

**Don Harrington:** right

**Katrien Filez:** Everything is done virtually. We're 99% is virtually and they will have to serve Statewide so they have to every District. Yeah.

**Don Harrington:** Okay. that's wonderful. I'm glad to hear that. Let's move to my goodness. Who did we missed Ashley we?

**Ashley Mason MSW:** Are you talking about me?

**Don Harrington:** Get yeah.

**Ashley Mason MSW:** our updates

**Don Harrington:** Yeah, did you have anything you want to share with a group?

**Ashley Mason MSW:** Yes, I have a dog crunching a water bottle right now. So if you hear her, please ignore her I'm trying my best to get her to stop.

**Don Harrington:** all my families in the other room playing music, so

**Ashley Mason:** *One second, so we do have 2 updates. It is going to be 2 trainings. One is called Supporting Young Children During Caregiver Transitions it's Thursday June 27 from 9 am to 12 pm. I can post this traingings in the chat as well. The second training will be Supporting Young Children with Developmental Disabilities. That training is Thursday, July 24 from 9am to 12pm. Those are the only updates we have currently.*

00:15:00

**Don Harrington:** Those are in northern, Arizona.

*Chat Message: Ashley Mason MSW: Mercy Care Training Series: Understanding the mental, social, and emotional development and needs of young children. (training is remote - see registration link below – link will be sent one week prior to event)*

*Supporting young children during caregiver transitions - Thursday, June 27 9 am – 12noon*



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*Prepare for transitions  
Establish*

*Chat Message: Michelle Rademacher: thank you Ashley*

*Chat Message: Ashley Mason MSW: Mercy Care Training Series: Understanding the mental, social, and emotional development and needs of young children. (training is remote - see registration link below – link will be sent one week prior to event)*

*Supporting young children during caregiver transitions - Thursday, June 27 9 am – 12noon  
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*Chat Message: Becky King: Don---Your family sounds fun!*

*Chat Message: Ashley Mason MSW: Supporting young children with developmental disabilities or delays – Thursday, July 24 9am-12noon  
[lp.constantcontactpages.com/ev/reg/btw7gwp?source\\_id=58432708-3c18-4ff0-9d11-7e6d0765d3d6&source\\_type=em&c=Sr0-QAMj0DLNgdvNUjDJbMyRW3nYyVWMh3ntjd-yKKfC\\_0zHiZ71IQ](https://lp.constantcontactpages.com/ev/reg/btw7gwp?source_id=58432708-3c18-4ff0-9d11-7e6d0765d3d6&source_type=em&c=Sr0-QAMj0DLNgdvNUjDJbMyRW3nYyVWMh3ntjd-yKKfC_0zHiZ71IQ)  
==*

*Ashley Mason: They are online so anyone can join them*

**Don Harrington:** that's cool. Richard I think I missed you.

**Richard Kautz:** *Hello Don. Yeah Whatever Mickey said is spot on. We are out recruiting trying to do our best and we may stop in Flagstaff on our way back down to the valley and see if we can't talk to a few people up there. We are hoping to speak a few DDD Staff that are up in Flagstaff hopeful we can do a little brainstorming to see what we can. Yup we are working hard to build up our numbers.*

**Don Harrington:** yeah.

**Don Harrington:** I appreciate your efforts so much. So thank you, sir. Let's see since I'm doing this one from my phone. Have I missed anybody?

**Don Harrington:** Teri





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*Teri Traaen: I had google sign on issues and so I am one of the newbies for the committee. So the good news is I have conquered Google for the moment so again we were talking about techonolgy is good and whatever when it is but when isn't. So glad to join you. Absolutely thank you*

**Don Harrington:** Okay.

**Don Harrington:** I'm so glad to have you so I need you and Sara to hang on when everybody else leaves so we can go over some other information and get you started. Okay? Okay, did I miss anybody?

**Morgan O'Hara:** We do have Diana here with us as well for the hcbc HC.

**Don Harrington:** Diana. Yeah, you're the one I wanted to talk to so go ahead.

**Diana Taylor:** So, thank you and Morgan kind of outlined in the email. She sent you our unit that there was some questions and it may need some clarification of surrounding what does the program monitoring do? How do we Implement changes and what are the requirements that we've run into where there's some vendor concerns about some of the things we're looking at. I tried to outline some of that and send some information in advance. We have a PowerPoint to provide an overview of what the program monitoring does. We're 48 members deep in our team. Which has grown exponentially since we were eight about ten years ago. We've added additional areas where we're now required to provide that oversight to which includes our developmental home environment and the rule went into place in 2019 that says were now required to monitor on site. We also Incorporated the Homeland community-based rule of the hcbs rules that access Incorporated from MS. Into our regular business practices that was an additional rollout after covid which created a lot of chaos for a lot of our vendors. We didn't monitor at all for three years and then all of a sudden here. We are rolling out the new things. The HCBS roles rules were first and then we went into adding back in our routine monitoring processes this year on year three. We will actually be able to incorporate back in our staff though reviews for our group homes and our day and employment services. Those are items that were in place prior to covid that just kind of got slid down a little bit until we could really reorient our vendors into the monitoring process. I know that the question that you presented have been recently sent back and forth to me directly from a lot of our developmental home vendors to try to get understanding about what is the requirement for insurance for their vehicles. When did that happen? in reality those things have always been in place, they just weren't held accountable to that in developmental home environment. We've had it on our tools since we reimented our routine monitoring the last two years. Year one we provided only technical assistance and then this year where they told a year ago. you need to have it in place. So we're making those actual finding this year as opposed to last year. One of the questions you asked was how do we implement the changes and their notification? Everything that we Implement on our tools if there's a change it is because it's already been through policy or into the provider manual or into contract where it's been added to division information already before it gets rolled out when there's something significant that changes we try to just do a season of technical assistance to make sure everybody understands what that changes and how to correct it or how to fix it. I will tell you our primary goal since covid has been uplifted has been just kind of do a culture shift in our unit.



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00:20:00

**Diana Taylor:** Where we're more partnering with our vendors to make sure that they understand what's needed especially in our developmental home environment because it's so new for them. To make sure that they're getting education and how to fix things and what can we do to correct it and what system do we need in place? I mean, I would like to hope that we're more user-friendly than we've ever been. I know that we still are going to have a lot of new monitors who haven't quite got their feet under them yet. We're still doing education with them. This is the first time in the last three years that we've had any 40% vacancy just within our unit. So 90% of who we have out in the field are new. We had a large meeting yesterday where we could do additional internal training to be basically afford that level of consistency to our vendors. So they're getting the same answers. When there's questions that are coming into the monitors, they're elevating them through the supervisors and myself to provide Direction. I'm communicating on a regular basis with olcr. Shannon and I and : A Patricia Jack who's doing the life safety inspections are regularly meaning to try to make sure that we're being consistent between the requirements of the OCR for the actual licensing are falling in alignment was what we're monitoring for. We're doing the vendor level audits. Now that looks at chapter 51 the provider manual any updates to that will automatically be integrated into our tools. So I'm not sure if there's additional questions or if there's additional feedback that maybe I can help to provide direction to that are different from...

**Don Harrington:** I personally want to thank you for being here.

**Diana Taylor:** what I sent already.

**Don Harrington:** There's a lot of confusion when I go to these meetings, I will say that all the monitors that I've met so far have been very professional and very nice and answered all the questions. They were very patient because the providers that I have, they feel like this is new. Why are we doing this? Why are we doing this?

**Diana Taylor:** Yes.

**Don Harrington:** I feel like this is necessary because it's about our members. It's not about our providers. It's about our members and...

**Diana Taylor:** Absolutely.

**Don Harrington:** if the home is safe, then you really shouldn't have anything to worry about and truly. it's a one or...

**Diana Taylor:** Correct.

**Don Harrington:** two different kind of deal. But one or two little things that are easily fixed, and it's really stuff that they should be doing anyway, so when you're short-handed,

**Diana Taylor:** Absolutely.



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**Don Harrington:** is clear that a lot of the providers become lax on this so What the only question I have is perfume. Is that considered a toxic subject or a product or not?

**Diana Taylor:** Scenario could be one. Yes, it could not be and the only reason I say that is because if you have a child. Who doesn't understand what that is and that risk of drinking it. It needs to be safeguarded put up high enough.

**Don Harrington:** right

**Diana Taylor:** They cannot reach it. If you have an adult with picas, we may need to discuss in the pcsp to have it locked. Just to protect them fingernail polish anything like that that they may ingest.

**Don Harrington:** right

**Diana Taylor:** We definitely want to protect them. Other than that as far as I'm concerned, I would say no. Now it's a monitor brings that to me or...

**Don Harrington:** Okay.

**Diana Taylor:** they find it on status of review that says we needed this put away. We would have to have a further discussion and additional training with our monitors internally. personal hygiene items personal items like that absolutely should not be classified as a toxin.

**Don Harrington:** Okay,

**Diana Taylor:** Absolutely.

**Don Harrington:** Okay, okay that helps me out a lot. But like I said so far all the monitors that I've run into been very professional and and I try to explain to the providers before they get there relax.

00:25:00

**Don Harrington:** This is just a tool to help us make sure that the members are saying make sure that you're safe and the home is safe. And that's what This is why you get paid this, so I appreciate you coming. I understand what you're saying. Now, it puts a little more clarification on it. And if I was about 10 years younger, I probably apply for one of those monitoring jobs.

*Chat Message: Sara Pederson: Is there a way to get a copy of the PowerPoint?*

*Chat Message: Morgan O'Hara: Yes I will get that sent to you*

*Chat Message: Sara Pederson: Thanks!*

**Diana Taylor:** I did want to share the PowerPoint that we developed kind of outlined a little bit better structure of what the monitoring team does. For all the different environments it also gives you contact emails my email addresses in there email me anytime. You have those questions, especially if you can let



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me know if it's at developmental home environment when you're working in that environment, I'm here to provide that guidance and...

**Don Harrington:** Thank you so much for what you do.

**Diana Taylor:** Direction and then I use that as an internal tool the train our team so that they know what that answers going to be. We're going to run into those awkward situations that we haven't crossed that line yet. We're having situations with construction one other thing that we wanted to kind of mention. When someone plans to redo their kitchen or any in those developmental home environment there you need to let olcr know that they're doing that construction and what kind of systems are put in a place to make sure we have running exposed electrical wires protecting the members in that environment during that construction.

**Don Harrington:** right

**Diana Taylor:** Any new life safety inspection will have to be done at the end of that time frame. So those are things that we really need to make sure we know there is a method to have unlocked toxins with Med. Most people think that it's in a pcfp, then it's acceptable and they would be unlocked.

**Don Harrington:** right

**Diana Taylor:** That is kind of true, but we identify it at the team level that there is no risk to the members having those items unlocked. But once it's been identified they remain locked until there is a request for an exemption done through olcr and quick connect. Once that's been improved and in place then the toxins me be unlocked along with medications or whatever that circumstances. You have to have both in place in order for it to be acceptable. Those are new things that we've had to try to break down. What is the actual requirement and who do we refer it to? We notify ol when we run into those. We notify the vendor you need to request that exemption once you have that in place, then you can unlock those items. maintenance records on vehicles and developmental homes. If you change your own oil just keep your receipt. That's a maintenance record. And I'm okay with that simple things that we know we've had to adapt to that specific environment. We schedule reviews because of the environment and family homes. We know they're busy. They jobs They have lives, they have dinners. They have other things going on where we wouldn't do that. We do an unannounced that with our group home environment. So we've kind of taken those extra steps to make sure we're protecting the Integrity of the family. And the licensees so at any time, I don't want to Ramble On I know you've got the rest of the meeting to carry on and I'll talk for hours about what we do. So yeah, I'm one of those if I ask you for five minutes you need to plan for 30, but I am an open door. We're very transparent. I have tools anytime. You need them. We'll send them to you electronically anything we can do to help to try to make what you do better and easier to get that information to your individual license homes, so that they do better right back kind of trickle down effect. So at any time, feel free to reach out to me and I'll see what I can get you to try to help to support any questions that you have.



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**Don Harrington:** Okay, I appreciate it so much Diana. Thank you for coming. Does anybody else have any comments questions? If not, then I'll go ahead and cut you guys loose. I need Sara and Teri to hang around for a bit.

**Morgan O'Hara:** Yeah, I can resend it for you.

**Diana Taylor:** Thank You all have a great evening and thank you for including me.

**Don Harrington:** Thank you Diana. You can come back anytime.

**Katrien Filez:** Thank y'all. Have a good evening. Bye.

**Robin Glau:** Night. Bye.

**Dean Thomas:** By Don, sorry I was tardy.

**Don Harrington:** Bye Richard. You have a wonderful evening Joan.

**Joan McQuade:** Good night, Don.

**+1 928-\*\*\*-\*\*\*13:** Please

**Joan McQuade:** You too.

**Don Harrington:** Hello, who am I speaking with?

**+1 928-\*\*\*-\*\*\*13:** Our North parent Advocate on compliance on Adoa and a skiable the means private seven and the last word. I heard it's something like are you ready to close up without accepting up public input?

**Don Harrington:** I'm sorry I didn't see you on there until the last second. So, what is it that you?

**+1 928-\*\*\*-\*\*\*13:** but Lord for some accountant, that's a common and...

**Don Harrington:** Okay, go ahead.

**+1 928-\*\*\*-\*\*\*13:** But I didn't mean to point. Okay, I've been real brief. It's and that thank you for allowing me to tell you another parents and knowing that I work with and we enjoyed all the service of that DVD provides being a summer Arc King on our group was thinking about the camping Seasons. I repeat that before to another agency. They Dean the doors and a town hall and I don't know if I mentioned here this group better than human, A 710 and winning Arizona, and I thought it was kind of real real awkward that accepting a lot of applications for camping. The cost for private is \$2,000 on that one week.

**00:30:00**

**+1 928-\*\*\*-\*\*\*13:** I said my gosh that's not behind but then the ddivision provides respite care hours below the camp. I don't know what the restica hours is because they want several units I get. And I think it's sad



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that an agency in all the good thing. That's Ian. Does I want to compliment they do another good thing but when a cut and camping he parents and people who want to provide in the servant they want to provide it it's 1,850 dollars and a hundred dollar when you go And then we're back to attention and I think a two extreme. Kind of like me gouging and that shouldn't be for our clients. That's what they're coming. I wanted to make but I do want to ask him.

**Don Harrington:** but

**+1 928-\*\*\*-\*\*\*13:** I'll close up with this. I respect. I don't how much is that? One respite hour and cancer money. And anybody know what on that question, that's only the members online Financial that

**Don Harrington:** Wrestling hours would be good for either in the home out camping or anything like that anywhere that the members are going to be going whether it's vacation or holiday. So is this a special respite that?

**+1 928-\*\*\*-\*\*\*13:** Yes.

**Don Harrington:** I'm not aware of?

**+1 928-\*\*\*-\*\*\*13:** No, and let's turn they do DB clients long term. I did and then starts a high number of rested hours for our public fund to provide those who wish to go to camp in the summer. That's all adults.

**Don Harrington:** right right

**+1 928-\*\*\*-\*\*\*13:** I get and all I need to know information on public thing how much in money turned is a record hour of paying. Did you know about someone that know?

**Don Harrington:** I don't know for sure, but we can find back Morgan. Do you have his contact information email?

**Don Harrington:** Morgan Michelle do you have that?

**Michelle Rademacher:** It is this Mr. Delgado? okay, I Think we do.

**+1 928-\*\*\*-\*\*\*13:** Yes.

**Michelle Rademacher:** I can check real quick and Mr. Delgado, I believe and I can look it up in the minutes. I remember you speaking about this at another meeting and I thought you that information was provided to you, but we'll check it out.

**+1 928-\*\*\*-\*\*\*13:** Okay, I think I did meant to cut enters he made in other midnight.

**Don Harrington:** Okay.

**+1 928-\*\*\*-\*\*\*13:** I said looking people made me know that so it wouldn't be what it would hurt just to repeat it if I didn't and that's why I mentioned the opening if it was.



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**Michelle Rademacher:** right, right that information is

**+1 928-\*\*\*-\*\*\*13:** All I want to look for him yet. Go ahead and go ahead look it up real quick before we hang up that I mean anyway.

**Michelle Rademacher:** So sorry, this is Michelle with DDD. I'm the liaison. and...

**+1 928-\*\*\*-\*\*\*13:** yes.

**Michelle Rademacher:** that information. It is in the rate book. and I'm not familiar with it. So I'm going to be honest, so we'll have to look it up. I'm not able to provide it to you currently.

**Don Harrington:** So if you could find that Michelle and...

**+1 928-\*\*\*-\*\*\*13:** Okay,

**Don Harrington:** email him and CC me on it so he can get the answer he's looking for.

**+1 928-\*\*\*-\*\*\*13:** Who can I contact to get that on the gift of matter information to public Sun rested hours? It's what they can't want.

**Michelle Rademacher:** Let's get back to you on that. Okay?

**+1 928-\*\*\*-\*\*\*13:** Not how many children and money management. That's all I need to know.

**Michelle Rademacher:** right

**+1 928-\*\*\*-\*\*\*13:** I'll wait if you're looking for it. I mean, I don't have a computer man.

**Don Harrington:** We don't have a lot of time for that Mr. Delgado. But soon as she finds out she will definitely send that to you and...

**+1 928-\*\*\*-\*\*\*13:** Okay.

**Don Harrington:** Michelle CC me on that as well. Okay? Okay.

**Michelle Rademacher:** Okay.

**Don Harrington:** Thank you, Mr. Delgado for being here.

**+1 928-\*\*\*-\*\*\*13:** No. I didn't want to make that comment because I thought important parents are asking about other contracts are available by Kawana and...

**Don Harrington:** Okay.

**+1 928-\*\*\*-\*\*\*13:** lying Division and they're not quite that high but just get to be critical about it. I talk it's a quite so expensive kind of like...



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Don Harrington: right

+1 928-\*\*\*-\*\*\*13: if I'm thankful to work but that sound right for agency that does well and...

Don Harrington: Okay.

+1 928-\*\*\*-\*\*\*13: all good friends and with compliment someone and this happened in real. Yeah, but the question came up on funding and...

00:35:00

Don Harrington: Okay. right

+1 928-\*\*\*-\*\*\*13: what 928 hours and all I want to find out. What does it cost public that's 1,000 and...

Don Harrington: Okay.

+1 928-\*\*\*-\*\*\*13: went down 8 get a thousand a hundred dollars when you get there and those things are important. It's fine, but I think that's so exciting and that sounds good one.

+1 928-\*\*\*-\*\*\*13: Because I mentioned me that much. but

Don Harrington: Okay, We got to cut you loose so we can finish this. All right, sir, and...

+1 928-\*\*\*-\*\*\*13: I make a point.

Don Harrington: we'll get back to you on that.

+1 928-\*\*\*-\*\*\*13: I thought you were entering the minimum when I interrupted at this time.

Don Harrington: No, that's alright.

+1 928-\*\*\*-\*\*\*13: I'm sorry, but

Don Harrington: No, You're fine. So we'll get back to you on that so we can finish the meeting.

+1 928-\*\*\*-\*\*\*13: okay.

Don Harrington: Okay? All...

+1 928-\*\*\*-\*\*\*13: Okay. ...

Don Harrington: Thank you.

+1 928-\*\*\*-\*\*\*13: that's awesome. I understand,

Don Harrington: this next part of the meeting you can't be on for. Okay.





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+1 928-\*\*\*-\*\*\*13: are you going exactly the second?

Don Harrington: yes executive session

+1 928-\*\*\*-\*\*\*13: I understand that you didn't mention it.

Don Harrington: Okay.

+1 928-\*\*\*-\*\*\*13: But I thought you meant we're gonna continue. I mean as you get sin and said I'll turn on what did my trip to do.

Don Harrington: Okay.

+1 928-\*\*\*-\*\*\*13: But when you say exactly a minute I understand we just hung up in the community there of had to understand the ginger.

Don Harrington: Mr. Delgado,...

+1 928-\*\*\*-\*\*\*13: That's all.

Don Harrington: let us finish, okay.

+1 928-\*\*\*-\*\*\*13: Yeah, go ahead. And thank you very much.

Don Harrington: No, I need you to hang up. You bet.

+1 928-\*\*\*-\*\*\*13: Thank you very much.

Don Harrington: Thank you.

Meeting ended after 00:36:48 🙌



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**Information on the IR reviews**

For **May IRs**, the Committee members have been loaded in the shared drive **395** incident reports. This included **21** open and **374** closed reports.

<b>Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injury	<b>0</b>	<b>44</b>
Consumer Missing	<b>0</b>	<b>3</b>
Deaths	<b>0</b>	<b>4</b>
Emergency Measures	<b>0</b>	<b>2</b>
Human Rights	<b>1</b>	<b>4</b>
Legal	<b>1</b>	<b>3</b>
Medication Errors	<b>6</b>	<b>73</b>
Neglect	<b>7</b>	<b>18</b>
Other Abuse	<b>1</b>	<b>8</b>
Other Behavior	<b>0</b>	<b>103</b>
Other Hospitalization, Unknown injury	<b>1</b>	<b>88</b>
Physical Abuse	<b>4</b>	<b>7</b>
Property Damage	<b>0</b>	<b>14</b>
Suicide	<b>0</b>	<b>3</b>
<b>TOTALS</b>	<b>21</b>	<b>374</b>

Number of Questions for Quality Assurance Manager: **0**

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.

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**Adjournment**

**Don Harrington** adjourned the meeting at 5:40pm. The next District North IOC meeting will be held on Wednesday July 17, 2024, at 5:00 pm. The meeting will be a virtual meeting.