



**Division of Developmental Disabilities (DDD)  
District East Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Wednesday, July 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 July 10, 2024, at 5:04 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:

- **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): **None**

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

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

DDD staff and guests:

**Leah Gibbs** (DDD CARES Administration - Community, Advocacy, Resolution, Engagement, Support)

**Bernice Curro Sanchez** (District East Program Review Committee)

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

## **DDD District East IOC-Conference Call line (2024-07-10 17:04 GMT-7) - Transcript**

### **Attendees**

Berenice Curro Sanchez, Christina Hedges, Fredreaka Graham, Ian Wilson UHC, Joan McQuade, Kin Counts, Leah Gibbs, Michelle Rademacher, moo blarg, Morgan O'Hara, Sarah McGovern, Selina Kataria, Suzanne Hessman, Teresa Brooks, Tonia Schultz, Trudy O'connor, Wendy Herring - OIFA Mercy Care

### **Transcript**

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

### **Call to Order**

**Suzanne Hessman:** A independent oversight committee for district East today is July 10th 2024. It is 5:04 pm. Morgan can you read the disclosure for complex of interest for us, please?

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

### **Welcome and Introductions**

**Suzanne Hessman:** Let's go to welcome and introductions. I am Suzanne Hessman chairperson. Sarah

*Sarah McGovern: Sarah McGovern, Vice-chair person. District East*

**Suzanne Hessman:** kin

*Kin Counts: Kin Counts, IOC Member District East*

**Suzanne Hessman:** Beth

*Beth Bird: Elizabeth Bird, District East IOC member*

**Suzanne Hessman:** and Teresa

*Teresa Brooks: Sorry I am having technical issues. Teresa Brooks, District East IOC member*

**Suzanne Hessman:** Great, did I miss anybody else? That's a Committee Member? Morgan do you mind going through the rest of the attendees, please?



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

**Morgan O'Hara:** Absolutely. Wendy, will you start us?

*Wendy Herring: Yes, it was touch n go there for a seconds I was using closed captioning so glad to have my sound back. Wendy Herring with Mercycare happy to be here tonight.*

**Suzanne Hessman:** Thank you.

**Morgan O'Hara:** Thank you Ian.

*Ian Wilson: Hi Good afternoon everyone. My name is Ian Wilson I am with United Health Care with veteran advocacy alongside Dawn in OIFA*

**Morgan O'Hara:** Thank you Frederica.

*Fredreaka Graham: hello this is Fredreaka Graham with AHCCCS*

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

**Christina Hedges:** I'm Christina Hedges. DDD. I am the OIFA administrator.

**Morgan O'Hara:** Thank you Berenice.

**Berenice Curro Sanchez:** Hi, my name is Berenice Curro Sanchez and I serve East as district as PRC chair.

**Morgan O'Hara:** Thank you Joan.

**Joan McQuade:** Good evening everyone. I'm Joan McQuade and I am a manager in the CARES's Administration and I support Michelle and Morgan and report to Christina

**Morgan O'Hara:** Thank you Trudy.

**Trudy O'connor:** Hey all Trudy O'Connor DDD District East quality assurance manager.

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

*Michelle Rademacher: Hello I am Michelle Rademacher DDD Independent Oversight Committee Liasion.*

**Morgan O'Hara:** Thank you, and I'm Morgan O'Hara DDD IOC Leah's on having some internet issues. So my camera's off to try to help that and Selina.

**Morgan O'Hara:** Thank you for joining us.

**Suzanne Hessman:** Thank you Morgan for doing that. All right. So we're working off of a new agenda. And were two D consent agenda items. Is there something specific that I'm supposed to do as far as I'm not sure with the verbiage that's above it and my supposed to vote to go into this part of the meeting.



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

**Morgan O'Hara:** no, this is just the

**Suzanne Hessman:** All I just want to make sure I wasn't doing something wrong with how it was changed with the setup.

### **DDD Staff Updates**

**Suzanne Hessman:** so then our item number one under D is DDD staff updates.

**Suzanne Hessman:** Morgan if you want to go around to the DDD staff, that would be appreciated.

**Morgan O'Hara:** Right, Christina, would you like to start for us?

*Christina Hedges: I was actually hoping Leah was going to join because she had some announcements. I know her and I were in the office today all day for a meeting. I know she was on her way home and fingers crossed she will be here soon and she has the announcements.*

00:05:00

**Morgan O'Hara:** Okay.

**Morgan O'Hara:** All right, so we can start somewhere else. Berenice do you have any updates for us?

*Berenice Curro Sanchez: Yes I do. I actually have an announcement Katrien sent me a few minutes ago. She wanted me to share with everyone that were are going to be onboarding an additional PRC team within the next few weeks. So that is really great news.*

**Morgan O'Hara:** Thank you. Trudy do you have any updates?

**Trudy O'connor:** So District East we've been just working on onboarding all the new folks that we brought on board recently. I think I shared last month that we did lose one. And so we expect that that'll get processed through fairly soon, but we're doing great. I'm really pleased with the people that we've hired. And just a silly thing we did today everybody brought baby photos of themselves just to share. So it was something a little fun In The Heat Of July weather.

**Suzanne Hessman:** Are we experiencing Heat?

**Trudy O'connor:** Yeah, right. Yeah.

*Morgan O'Hara: Joan do you have any updates?*

**Joan McQuade:** I have an update for the team. I want to let you know that it was brought to the attention of our compliance Department. That we were not in compliance. With the way that we were redacting our incidents. So beginning with the incidents from the month of July not the ones we're rejecting in July, but the actual July incidents. We are going to be changing our redaction process. So we no longer need to be redacting the names of staff. So a lot of that confusion when you're reading an incident and it's just got all



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

over the place that won't be happening anymore. But on the flip side. We will not be providing any member. PII, so there will be no member name currently and I don't know when that process started, but DDD has been out of compliance with HIPAA. By putting in the first name in the last initial that's not supposed to be there. And obviously their address. so that will be redacted. and any other personally identifiable information. but We will stop doing all of that other redacting.

**Joan McQuade:** Kin you had a question.

**Kin Counts:** Hey, yes, Joan So in a case, we would not show the member's name will be blank. Not even the initials so that we know which members and which member because sometimes the incident and they are two members involved or three members things like that

**Joan McQuade:** What it would not be. It would not be the member that was involved in the incident. And I'm going to need to do some investigating if it's another member's name in an incident. That's not really in about them, but they were involved. I don't think we would be able to put that in either. Yeah.

**Leah Gibbs:** I think that would still be PHI.

**Joan McQuade:** Michelle

**Michelle Rademacher:** And I just wanted to add that. this is the the same way you'll find the incidents that are provided to the AHCCCS IOC in the AHCCCS portal and when DDD goes to the AHCCCS portal that program will automatically redact that information. So we're also going to be in a line with...

00:10:00

**Michelle Rademacher:** what AHCCCS and AHCCCS IOC are doing as well.

**Joan McQuade:** right and the same with Ash IOC as well. I'm assuming so yeah, it's across the board and have you heard anything Trudy about when we're going to begin using the portal?

*Trudy O'Connor: The last I heard was October*

**Joan McQuade:** so no, it's not. So yeah, so we're will be in alignment with the other IOCs. And the information will be the same as the way the information. Is going to be showing up in the portal.

**Suzanne Hessman:** so one of the things that comes to mind that I can see being an issue is that it would eliminate your ability to be able to see if there are multiple incidents regarding a particular member

**Joan McQuade:** QMU does all the tracking and trending so that is being tracked and with the trends are there. I believe the portal also. Will have some trending as well. and then there is some meta data that all of the IOCs get in regard to incidents So you would be able to see? trends in that macro data

**Suzanne Hessman:** So it'll I'm just wondering what that looks like then without having any identifiable information.



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

**Joan McQuade:** Michelle

**Michelle Rademacher:** So I could add to that. When we send out the data reports with your agenda and your forms for conflict interest in that email that the liaison send there is one report that's incidents per member and it shows you the monthly data on those incidents.

**Suzanne Hessman:** Yeah.

**Michelle Rademacher:** We could do a key where it would be a number that would be in a you and...

**Suzanne Hessman:** right

**Michelle Rademacher:** it wouldn't be an AHCCCS number. It wouldn't be a DDD number. We just start from one and go down the list and we could follow a key and input that member as a member and you would be able to see that and follow that month on those reports if the committee would like us to do that. And so it's not any type of identifier that could connect that person Morgan and I could hold on to that key, but it is something that the IOC could follow along with if that's helpful for individual member incidents.

**Joan McQuade:** Thank you.

**Suzanne Hessman:** yeah, not to give you more work to do but I'm just wondering how And maybe there's an easier way that you don't have to do that. But I guess let's look and see what the reports. look like

*Michelle Rademacher: We do that for District West so we have a key reference that we utilize already so we could easily adapt this for District East*

**Suzanne Hessman:** Okay.

**Joan McQuade:** Berenice

*Berenice Curro Sanchez: How would this affect the behavior plans that are being redacted, do they need to be redacted differently*

**Joan McQuade:** That's something that the people in the PRC would need to address that with compliance.

**Joan McQuade:** You're welcome. and Fredreaka

**Fredreaka Graham:** Thanks Joan. I'm real quick. I just wanted to let you all know that when you all do start using the portal there is a section in the portal and it says to view member history. So if you click on that, it will give you every single report that was given for that particular member without giving any of their personal identified information. So, I don't know Michelle and Morgan what you guys do now, but once you guys start using the portal there that information will automatically be there. You just have to



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

click on the tab that says view member history and then it will pull up whatever report and submitted for that particular member.

00:15:00

**Suzanne Hessman:** But that's not a portal that we as an IOC have AHCCCS to that something the Liaisons have AHCCCS to correct.

**Joan McQuade:** no that you will have AHCCCS to that because currently AHCCCS is entering their incidents directly into the portal DDD isn't we've been preparing to do that now for quite a while. So once DDD begins entering incidents directly in the portal then that's how you will view incidents. You won't get those batches anymore. You will just have AHCCCS to the portal.

**Suzanne Hessman:** and Okay. That's good to know.

**Joan McQuade:** Yeah.

**Suzanne Hessman:** Okay, so we'll have to see how that flows that should make more sense then. Okay.

**Joan McQuade:** Any other questions? Thank you everybody. And if you think of something. You can always shoot me an email. You're welcome.

*Chat Message: Michelle Rademacher: [jmcquade@azdes.gov](mailto:jmcquade@azdes.gov)*

**Suzanne Hessman:** Thank you.

**Morgan O'Hara:** Thank you Leah, I know you joined us this evening. We're going through stop updates.

**Leah Gibbs:** Hi everybody. Good evening. I apologize. I was driving across the valley and Accidents Christina, so when you're leaving don't count on getting out quickly.

**Christina Hedges:** Thank you for the heads up.

**Leah Gibbs:** Yeah, yeah, so you introduced yourself, And they don't.

**Christina Hedges:** I did and that was all I did I waited for you.

*Chat Message: Trudy O'connor: Welcome Christina*

**Leah Gibbs:** Okay, thank you. I haven't kind of an announcement for the committee to let you know that Christina is our new OIFA administrator. And if you remember gosh, I don't know five years ago. When I started coming to the meetings, I introduced myself as the DDD OIFA administrator. I have been the info administrator as well as the executive leader as well as the bureau chief as well as some other hats within the division and the division has blessed me with the ability to hire some new administrative support and administrators for my department because the CARES's Administration has more than doubled in size in the last five years and Christina is our new boyfriend administrator and as the OIFA administrator, she is



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

going to start coming to the IOC meetings and I will be available to support her and she will continue to report to me as the bureau chief CARES, but I want to do all to be aware that she will be a face. I know you've met before but you'll see a lot more often. so that was One update I have some others let me open my notes here any questions though about that.

**Suzanne Hessman:** Welcome.

*Chat Message: Christina Hedges: Thank you! Please feel free to reach out if you need anything - [chedges@azdes.gov](mailto:chedges@azdes.gov)*

*Chat Message: Wendy Herring - OIFA Mercy Care: Christina is TERRIFIC!!!!*

**Leah Gibbs:** There we go. if we kind of explain a little bit about the scope of what you're doing for? The CARES's Administration Christina. Do you want to do it? He want me to do it? That's all me. So as OIFA administrator we've introduced to you that we have a unit within our CARES's Administration that is behavioral health advocacy. And that is a group of folks who are there that want to support coordinator identifies a member or a family member who would really like to get an independent Advocate involved to help them to navigate and connect around the Behavioral Health Systems of care and Arizona that team of people supports that in addition Joan our manager here over our IOC liaison's and our redactors is reporting to Christina in this role. And Joan has a new direct report Joan. Do you want to share who that is?

**Joan McQuade:** Certainly you all remember Mr. Yamamoto? He is now.

**Suzanne Hessman:** Yeah.

**Joan McQuade:** He is now a DCS liaison. That's his new role. But he has been moved to report back he's reporting to me again. so We were happy to have him in the fold.

**Suzanne Hessman:** Okay.

*Chat Message: Christina Hedges: Thank you Wendy!*

**Joan McQuade:** He's got a totally new position and he works with. A counterpart in DCS and the two of them work together. In making sure that the communication between DDD and DCS. is running smoothly address any issues Provide training to the DDD folks about DCS and his counterpart does the same thing training DCS about what DDD is all about so they work together.

00:20:00

**Leah Gibbs:** And then ...

**Joan McQuade:** And he also goes out and...

**Leah Gibbs:** I'm sorry Joan. Go ahead. I'm sorry.





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

**Joan McQuade:** does presentations about what he does and about DDD. And Foster Care Etc.

**Joan McQuade:** That's okay.

**Leah Gibbs:** Thank I apologize for cutting you off and then just as an FYI, there is another new administrator position that just got approval to be posted and I will be adding another administrator to support my team. So Angie Venne is the administrator over our customer service area. Christina is the administrator over our OIFA area. And then this new position is going to be supporting our Outreach and program support. So that's our community engagement team our volunteer coordinators. It includes our affordable housing. It's well as our Justice reach in care coordination and our MSW and vsw internship programs. So we're going to be doing a little more restructuring within the CARES's Administration once we can chill that position and when we know who that is, I'll be happy to let you all know who it will be. Hopefully I know they posted the position this morning. I think I have interviews scheduled the end of the month and hopefully by mid to late August I'll know who that is. So some things that are changing, but I'm going to be around if you guys need me. so some other updates. I know that you're all aware. I continue to keep you kind of informed about activities that are happening around the division. We are continuing to work with the qualified vendor Community who are completing those new applications for our new request for qualified vendor contract and that contract continues to be scheduled to go into effect, January 1st of 2025. The last update meeting that I was at about 80% of those contracts have already been approved and 20% of people are either still working on them or responding with more information or trying to fill some of those gaps. If we do end up with any vendors who determine they're not going to contract all along. We have a process in place to make sure that members do not experience any kind of a break-in service and that will work with our network teams and our sport coordination teams and make sure people get transitioned that at this point. I don't even have any to share with you, but that process continues to move along I know, you know that we've been working really hard about educating the behavioral health professionals who interact with members of the division of Developmental Disabilities, and we've expanded the training Library available to them. We have last numbers. I received about 3,300 behavioral health professionals individual staff who have taken at least one of those 12 classes that have been recognized in that curriculum and we've had over 24,000 classes completed by those 3,300 people.

**Leah Gibbs:** We continue to plan and move forward with a September conference for the behavioral health professionals here in Phoenix. The conference we did in May was a two-day conference and they're adding a third day to the event here in Phoenix in September and at that event that third day will be a day dedicated to board certified Behavior analysts. And so those BCBAS are also going to have their opportunities specific to their specialty around expanding abilities and knowledge and supporting people with intellectual and developmental disabilities. And I know you're also where I continue to support with Christina our Positive Behavior Support training and rolling that out and as of the afternoon we were looking at data and we have over 4,800.

**00:25:00**

**Leah Gibbs:** Direct support professionals who have completed that training to date. I think that is incredibly exciting and we continue to get feedback on additional classes every single day and we're continuing to update that information. We are tracking a pre-assessment and post assessment for



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

everyone who's completing the training and the latest data is showing about a 22% knowledge increase from people prior after taking the training and we are also continuing to provide a survey after the training for feedback asking folks that they felt that the curriculum helped them. Did they learn something they'll take away with from it? Did they feel the examples were helpful that they feel that the exercises which will be helpful. Just getting that General feedback about happiness with the training a score of one is very dissatisfied a score of five. It's very satisfying and Overall average that we were able to see this afternoon is a 4.66 satisfaction level out of five which continues to show us that people feel it's been incredibly helpful. We have been working really hard internally that we are rolling out the training for all of our direct support professionals who work in the DDD State operated Services Program. And so we've taken that curriculum and kind of modified it to fall within the office of professional development standards here for the state of Arizona and the division of Developmental Disabilities, and we've done some examples that were in the previous training that we're doing for DSPs that were more children oriented and made them more adult oriented because in our state operated programs, we don't serve any Minors and most folks have had very full long productive lives. so that's what's happening with that vendors have until September 30th in order to finish training for their direct support Professionals in order to receive the financial incentive from the division, but it's our ultimate hope that the division will Embrace this as an ongoing opportunity for vendors to be able to certify trainers and have this training available raising special kids will continue to provide the training for any interested families and caregivers moving forward. No doubt about that. They continue to offer the class a minimum of once a month this month. They are offering a class in Spanish and one in English and the family members who are taking the training have written some pretty heartfelt really positive feedback about what they feel they've gotten out of class. So we feel again really good about where that is going. And my last update really is to let you know that we continue to work forward the National Committee for quality assurance accreditation for the division with a goal of being accredited by October 1st of 2025. I know you are receiving a regular amount of updates to policies that go out to you for public comment before they go out for public comment and a lot of those continue to be the work of aligning. Our policies as AHCCCS is making changes to their policies or contracts, but also to align with those standards around that accreditation process and to help us do a better job of making sure that we are transparent and that people can see that we're trying to do quality improvement on everything that we're doing within the division. So that continues to be a big priority for us as about a month ago we have now hit. Over 56,000 members Statewide that we're supporting from the division. So we keep growing every single month. any questions for me for my updates?

**Leah Gibbs:** nothing

**Suzanne Hessman:** It was all good news.

**Leah Gibbs:** Thank you And Christina is driving back from downtown Phoenix to Tucson. So she's going to take off but she's stuck around so I could be here to introduce

**Suzanne Hessman:** Thank you Christina for being here.

**Joan McQuade:** You too Christina's safe drive



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

**Suzanne Hessman:** You too.

**Morgan O'Hara:** Thank you I think that was all of the staff updates.

### **Updates from ADOA**

**Suzanne Hessman:** Thank you. Let me go back to the agenda. Next is updates from ADOA. And Larry is not here.

**Suzanne Hessman:** So we will skip that unless he gave you some kind of update for us.

*Chat Message: Christina Hedges: Thank you for the warm welcome! I need to jump off to head back to Tucson, but I will be at the next meeting and please do not hesitate to reach out if I can assist with anything!*

**Morgan O'Hara:** In the quick email. He just said that the state's fiscal year ended June 30th with the new fiscal year starting July 1st, the year report should cover this timeline and to let him know if you have any questions or concerns.

**Suzanne Hessman:** I think that's a little poke at me to get ready to start writing the annual reports. Okay.

00:30:00

**Morgan O'Hara:** He does some things in the works that will hopefully make writing the report a little easier.

**Suzanne Hessman:** Good, okay. And...

### **Updates from the Health Plans and AHCCCS**

**Suzanne Hessman:** then next is updates from the health plans and AHCCCS so Ian. Do you have any updates for us?

**Ian Wilson UHC:** I sure don't Suzanne, but I'm more than happy to take anything back to the plan with if anybody has anything for us.

**Suzanne Hessman:** Does anybody have anything for Ian?

**Suzanne Hessman:** Okay, Wendy. Do you have any updates?

*Wendy Herring: Believe it or not I do not but like Ian I am happy to take anything back to the plan if anyone has anything for MercyCare*

**Suzanne Hessman:** they Frederica do you have anything for us?

**Fredreaka Graham:** I don't have any updates, but happy to take any questions.



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

**Suzanne Hessman:** I think the update on the portal was good information. So we look forward to seeing that.

**Fredreaka Graham:** Yeah, and when you guys do start, I'll be the point of contact for the portal. So I'll be the one in charge of getting you guys in the portal and...

**Suzanne Hessman:** Okay.

**Fredreaka Graham:** trained and all that kind of stuff so

### **Updates from DDD IOC Liasion**

**Suzanne Hessman:** Thank next we are updates from DDD IOC Liasion Morgan. Do you have some updates for us?

**Morgan O'Hara:** I have a little bit of your data. So to continue on with the trend for the month of June. The committee members will have 704 incident reports uploaded to the shared Drive about 200 of those are still in the redactions / audit phase and those should be out probably this week or next week. This included 28 open and 676 closed in 13 from ATPC. The committee did submit 71 questions to the quality assurance manager. And the next DDD IOC statewide's chair meeting has been scheduled for July 24th at 5:30. So any member that would like to attend the meeting is welcome to attend. If you are not a chair vice chair. We just need to get you the link sent. And the last thing I have was the next DDD public town hall meeting will be held on the first Thursday of August, which I believe is the first from six to eight pm. And that is my update for this evening.

**Suzanne Hessman:** Thank you Morgan. I will not be able to attend the Statewide. I'll be on the cruise to remind So Sarah, I don't know if you're able to. attend that

**Sarah McGovern:** I was just looking at my calendar and I am teaching a class. This class tends to follow exactly everything that's important.

**Suzanne Hessman:** So then do we have another member from the committee who is able to attend the Statewide meeting?

**Teresa Brooks:** I'm going to try to attend it. I think I have the link already. So. As far as I know I'm attending...

**Suzanne Hessman:** Great. Thank you Teresa.

**Teresa Brooks:** unless something comes up.

**Suzanne Hessman:** Thank you. Okay.

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



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

**Suzanne Hessman:** Item five discussion review and possible action on committee membership Morgan. I'm going to assume that we do not have any possible membership because I haven't seen anything from you.

**Morgan O'Hara:** Not for district East at this moment.

**Discussion and Review of Incident Reports and Behavior Plans**

**Suzanne Hessman:** Okay, then six is discussion review of incident reports and behavior plans. I'm going to open that to the committee if there's anybody who has any. questions comments discussion Siri look like you're gonna say something.

**Sarah McGovern:** We got a lot and I will admit I'm a little backlogged myself. so

**Suzanne Hessman:** I know I haven't logged in there in a little bit. So I will get on mine and get it cleared out. Kin, go ahead.

**Kin Counts:** Is hello everybody. Yeah, so my question is That it's bothering me is. I reviewed the incident report. under the I think I

**00:35:00**

**Kin Counts:** we have to spoken of this before about the quality of care and when they say no quality of care concern and so the excess on somebody and mention that it's only for medical issue. but anyway when it comes to medication errors, I mean isn't that the quality of care is a concern there. So I'm just confused. I mean, how do we understand The phrase quality of care. No. exist every report has no concern but then why is there is a report? So yeah, maybe I missed something but when I asked for clarification, that's what I say is for medical issues. And so I'm not sure. what that means.

**Suzanne Hessman:** Go ahead Leah.

**Leah Gibbs:** Thank you. Hi kin. I see that Trudy is on the call and she may want to jump in here, but I think that It might be helpful if we could ask if one of the chief officers in our quality Department talk to you a little bit about that in our policies it explains what's considered an incident and it explains there's other terms in there too for more severe things and there is a criteria for determination for equality of care concern. However, you're not going to see that in our policy because that is a protected process that process happens outside. I don't want to say outside. It's a branch of our quality assurance and I don't feel that I know I'm not the right person to say to you here's a definition, but when they're telling you it's medical I want to be careful about how that might come across it. Sometimes a medication error does not have negative impact to the member For example, they missed their vitamin and it may be I'm just pulling that out of thin air and it didn't have a negative impact and sometimes a medication error causes a significant. Impact medically to the member and that might very well then we equality of care concern but there could be quality of care concerns that aren't necessarily about medical. there could be concerns



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

around environmental or Behavioral or I mean abuse or neglect. It could be a whole variety of other things. So I want to make sure that We're giving Some of the right information Trudy, how am I doing?

**Trudy O'connor:** That's perfect. Yeah, and that's a reminder for me that I was going to pull the definitions for Kin and I completely forgot about it. So thank you kin. I will get that for you. And then if we need to we could ask for somebody to come and give some more detail explanations. That might be helpful.

**Leah Gibbs:** What they can't do is talk about any particular situation member or incident. Yeah.

**Trudy O'connor:** Uh-huh, correct.

**Kin Counts:** I mean that does be awesome because when quality of care is counts very general, it's and anything like Leah's saying environmental, whatever that happens to members.

**Leah Gibbs:** Look, for example, I give you an example? It's a hundred and fifteen degrees out and air conditioning unit breaks. In a group home and then leaving the members in that environment rather than relocating them. That could be a quality of care concern potentially. I mean,...

**Kin Counts:** right Right,...

**Leah Gibbs:** that's what I mean by environmental, right?

**Kin Counts:** right. That exactly.

**Trudy O'connor:** Yep.

**Kin Counts:** But I was told that it's only for medical. So that's why I'm counts confused by the person and...

**Leah Gibbs:** I don't blame you. I don't blame.

**Kin Counts:** says, yeah, I only medical I mean Spanish is perspect,...

**Leah Gibbs:** Yeah, no,...

**Trudy O'connor:** Yeah, that's incorrect. Yeah.

**Leah Gibbs:** it's not necessarily.

**Kin Counts:** Yeah, they should probably say, medical quality of care or something like that. Most respect because Leah was saying quality of care about everything else too. Not just medical. Yeah. Thank you.

**Leah Gibbs:** Correct, correct.

**Kin Counts:** Thank you.



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

**Leah Gibbs:** You're welcome.

**Trudy O'connor:** I will put up a request for you. And if you have some detailed kind of things that you want specifically, information about then you can submit that. Request in then we can respond appropriately.

*Kin Counts: Thank you*

00:40:00

**Suzanne Hessman:** Okay, do we have any other? Or questions or concerns regarding incident reports and behavior plans.

**Teresa Brooks:** Yes, I'm sorry.

**Suzanne Hessman:** All So agenda I Yeah go ahead..

**Teresa Brooks:** Yes, I do. So I was reading a bunch of incident reports recently and a lot of them had to do with behavior treatment plans that were either expired or they had requested them and it's been months and months and months that they haven't been written. Who tracks this and I know some of more group home settings. So the group home is responsible to write those. and then who is tracking that so that It's getting done and then if it's not getting done. What is there any repercussions on that or they being held accountable?

**Suzanne Hessman:** Leah go ahead.

**Leah Gibbs:** Thank Okay, I want you to know that the division is very much aware that there are some situations where with that there is a big lag in those Behavior plans and we have actually an active work group of people including Mary DeCarlo who oversees the program Review Committee who are identifying those members obtaining that data going I want to be careful how I say this working with the vendor who bring them into compliance. There are other remedies that are available to the division when we have to do that but it is something that we are actively involved with kind of behind the scenes behind you all but yes, there is a process and yes, there are remedies in the contract that the division can do if we need to.

**Teresa Brooks:** Thank you.

### **Call to the Public**

**Suzanne Hessman:** Okay, our next agenda item e is public comment. Is there anyone from the public on our call? agenda F consideration discussion and possible action This would be if we have a confidential incident reporter Behavior treatment plan, or if we need to discuss an IOC membership. member coming on that we need to have a discussion about and I don't see that we have either of those. Issues, so unless somebody from the committee thinks we need to go into. I guess that would be executive session. I don't see that we have any issues to address for that. Then G is to have the executive session and H is a



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

German. So before we adjourn I just want to open it up and see if anybody on the committee has any other comments questions concerns?

**Adjournment**

**Suzanne Hessman:** Then we will officially adjourn. It is 5:48 PM. Our next meeting it is not showing up on my calendar. here it is. I'm sorry. It's the August 14th at 5 pm. Thank you everyone for being on the call. Appreciate it.

**Tonia Schultz:** Thanks.

**Kin Counts:** Thank you.

**Joan McQuade:** thinking

**Fredreaka Graham:** Good night.

Meeting ended after 00:44:49 🙌

**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 -*

*PRC – Kin*

*None currently- Tonia*

For **June IRs**, the Committee members have been loaded in the shared drive **702** incident reports. This included **28** open and **674** closed reports. ATPC had **20** totals with **0** open and **20** closed.

| Type               | Open | Closed |
|--------------------|------|--------|
| Accidental Injury  | 2    | 99     |
| Consumer Missing   | 1    | 8      |
| Deaths             | 0    | 6      |
| Emergency Measures | 1    | 17     |
| Human Rights       | 3    | 8      |





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

|                                       |           |            |
|---------------------------------------|-----------|------------|
| Legal                                 | <b>0</b>  | <b>3</b>   |
| Medication Errors                     | <b>0</b>  | <b>38</b>  |
| Neglect                               | <b>16</b> | <b>56</b>  |
| Other Abuse                           | <b>2</b>  | <b>7</b>   |
| Other Behavior                        | <b>0</b>  | <b>276</b> |
| Other Hospitalization, Unknown injury | <b>0</b>  | <b>142</b> |
| Physical Abuse                        | <b>3</b>  | <b>12</b>  |
| Property Damage                       | <b>0</b>  | <b>1</b>   |
| Suicide                               | <b>0</b>  | <b>1</b>   |
| <b>TOTALS</b>                         | <b>28</b> | <b>674</b> |

Number of Questions for Quality Assurance Manager: **71**

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**.

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**Adjournment**

**Suzanne Hessman** adjourned the meeting at 5:48pm. The next District East IOC meeting will be held on Wednesday August 14, 2024, at 5:00 pm. The meeting will be a virtual meeting.