



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

Friday, July 26, 2024 – 10:00 AM to 1:00 PM

Meeting called to order by Committee Chairperson, **Lisa Ehlenberger**. The date is July 26, 2024, at 10:00 am . **The meeting took place Virtually due to the desire of the committee to continue to meet only virtually.** No Physical location was requested to meet for this meeting.

Attendance Virtually:

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

Attendance by Phone : **None**

Absent: **None**

Public in Attendance: **Phone Number**

Guests: **None**

Health Plans:

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

ADOA and AHCCCS:

- **Larry Allen -ADOA**
- **Fredreaka Graham** (AHCCCS)

DDD:

- **James Maio** (DDD District Central Quality Assurance Manager)
 - **Patricia Sandino** (DDD Program Review Committee Chairperson)
 - **Christina Hedges** (DDD Office of Individual and Family Affairs - Behavioral Health Advocate)
 - **Joan McQuade** (DDD Manager, Member Advocate, CARES Administration)
 - **Morgan O'Hara** (DDD IOC Liaison, CARES Administration)
 - **Michelle Rademacher** (DDD IOC Liaison, CARES Administration)
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DDD District Central IOC Meeting -Virtual meeting (2024-07-26 10:00 GMT-7) - Transcript

Attendees

+1 480-***-**98, +1 928-***-**13, Carolyn Willmer, Christina Hedges, Erahm Patton-Stinson, Erahm Patton-Stinson's Presentation, James Maio, Jim Hamant, Joan McQuade, Lawrence Allen, Lisa Ehlenberger, Michael Johnson, Michelle Rademacher, Michelle Rademacher's Presentation, Morgan O'Hara, 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.

Call to Order and Conflict of Interest

Lisa Ehlenberger: so I hereby call. To order this regular meeting of the DES DDD District central independent oversight committee. Today's date is July 26 2024. The time is 10 AM. This is a regular meeting of the IOC. It's being held electronically and is being recorded. The transcript of that recording will be posted on the ADOA IOC website in an effort to avoid excess background noise and potential microphone feedback. Please mute yourself, but then you can unmute yourself when you would like to speak by clicking on the microphone icon at the bottom of corner of your screen or elsewhere depending on the platform. And there's also you may use your little raising hand button. If you have that additionally I've been asked to read the following statement we have anyone that has to disclose a conflict of interest today and if there is the committee member needs to disclose why

Introductions

Lisa Ehlenberger: so if there's no known conflict interest, we'll move on and we'll have introductions of those present in this meeting. My name is Lisa ehlenberger. I am IOC District central chair. My background is in educational psychology evaluating individuals within the school system from Early Childhood through the transition to adulthood. And I'm also coguardian my cousin who's a member of DDD and lives in a group home and she is 53 now. So if the next IOC members would like to just introduce themselves with a brief background of maybe some information of what brought you here, but just keep it brief so we can move on with the introduction. Thank Morgan and Michelle if you can help me with them calling out names, that would be great.

Morgan O'Hara: Sure Eva, would you like to go for?



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Morgan O'Hara: Eva.

Eva Hamant: Eva Hamant, I started as a member who had a children but who has grown older. I did special ed and positive behavior support. I have been on the committee a long time.

Lisa Ehlenberger: And you present sometimes at different conferences and different organizatins across the state

Morgan O'Hara: Thank you Carolyn.

Carolyn Willmer: My name is Carolyn willmer. I have a background in Early Childhood Health. and specifically Early Childhood Public Health my sister-in-law Nicole Who has since passed away was a member of DDD? And so that's what brings me here my background transition surprising surprisingly well to DDD stuff. And I'm glad to be here.

Morgan O'Hara: Yes, thank you and Michael.

Michael Johnson: Thank My name is Michael Johnson and I use he/ him pronouns. I have been living in Arizona since 2018 and have been working with DDD members in special education book public and private as well as in field Behavior coach in case supervisor since I moved here. And I am also a social work grad student and recent appointee to the committee. Thank you all for your time today.

Morgan O'Hara: Thank you. So that is all the committee members. So we go into some DDD staff. Christina can you start us off?

Christina Hedges: Good morning, everyone. I'm Christina Hedges. I am the OIFA administrator and I am gonna stay off camera today because my children are in this weird break between no camp and no school. So I might need to go break up a fight between my little boys. but I am here.

Morgan O'Hara: Thank you. James

James Maio: Hi I am James Maio. I am here as the District Central Quality Assurance Manager

Morgan O'Hara: thank you Joan.

Joan McQuade: Good morning everyone, Joan McQuade I am a manager with the CARES Adminstration here supporting Michelle and Morgan

Morgan O'Hara: Thank you, Michelle.

00:05:00

Michelle Rademacher: Good morning. My name is Michelle Rademacher. I'm a DDD IOC liaison as well and I work in the CARES administration, too.



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Morgan O'Hara: Thank you. Aaron

Erahn Patton-Stinson: Are you saying me now Erahn?

Morgan O'Hara: yes you

Erahn Patton-Stinson: Okay, I apologize. My name is Erahn and it's Erahn Patton Stinson and I am the DES Ombudsman's Office. I'm a little bit about myself. I was born here in Phoenix, and I just excited to be here. I'll share more as we go through my presentation today, but thank you so much for inviting me.

Morgan O'Hara: Thank you. Larry.

Lawrence Allen: Larry Allen with Arizona department of administration.

Morgan O'Hara: Thank you. We have Frederica.

+1 480-*-**98:** Hello, this is Frederica Graham with AHCCCS.

Morgan O'Hara: Thank you. And then we have Wendy.

Wendy Herring; Good morning everyone this is Wendy Herring with Mercy Care I have shared previously that I will be leaving in an hour. So if you have any questions for MercyCare, Morgan can you send them my way.

Morgan O'Hara: Absolutely with Ian Wilson as well. I will also be sending any questions you have for United Healthcare to him. And then Patricia sandino will be joining us a little late today. She wanted me to let you know that she had another meeting with her before this And then I'm Morgan O'Hara. I'm a DDD IOC. Liaison with the Care's Administration. Is there anybody we missed?

Call to the Public

Lisa Ehlenberger: Who I don't think so, right and we might so at this point. I'm going to go ahead and do the call to public if there is anybody on the line called the public we extend a welcome to any member of the public attending this meeting of the DDD District central independent oversight committee and you're invited to make a comment if you wish but your comments will be limited to three minutes and there will not be a discussion following your comments. Thank you for your adherence to this time and we have anyone from the public that would like.

+1 928-*-**13:** I'll let you make my public comment.

Lisa Ehlenberger: Sure, go ahead. We can hear you.

+1 928-*-**13:** Can you tell me? Okay, my name is Fidel that I serve as more or less Advocate Arizona that saw him and certain person. I'm on the comment. I'll try to be real babe. I'm actually don't know that today July 206. 24 and we look back the same July 26th 1990 today, we celebrate the national disability. I'm



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wearing this month. I'm a correction. I'm aware that I am Bush on the White House Salon about 6,000 people and they were under a birth ship under him serious when it was done on that day. And it continued on and still continue lighting and comment had been done since then. And so I just wanted to make a reminder that I think that was one and he I think if I may I like to just read that you aligns of the opening of our President Bush did in part by name. it says

Lisa Ehlenberger: I think that would be okay as long as I'm you have about two more minutes.

+1 928-*-**13:** Okay, I can do that. It's just about four lines. It's just a remind Three weeks ago.

Lisa Ehlenberger: Thank you.

+1 928-*-**13:** He probably said you will celebrate our Knights and Independence. That today we are rejection December celebration of another Independence Day one that long overdue. With today standing of this Landmark American Disability every man woman and so with a disability and now passed to one close doors into the bright blue here, we quality and dependence. Now close up which takes a couple of words more that reminds me of when Dr. King says in part when the entire but James, please where he said in part and when they concluding that the civil rights at that time. He said Thank God. We're free at last Works real life and I thought that was good. But it could then including my last name like some interpretations on the American Disability that comes from Revelation a nice thing about Corridor real quick. It is important parts Section 504. otherwise qualified handicap individual in the United States. and Define this section six shells only my reason of his or her handicap be excluded from the participation in. The denial and benefits of all the subject to discrimination under any program or activity receiving Federal public assistance.

00:10:00

+1 928-*-**13:** I just wanted to say that because I think this is a special note and...

Lisa Ehlenberger: Thank you.

+1 928-*-**13:** on a private note. I want to share the bedroom. And advocate for the Ada. I put up my flag and clear my house. Just like most people doing what in July is it? Okay.

Lisa Ehlenberger: And thank you so much for sharing that information. Your three minutes is up. We do need to follow the agenda and follow the Robert's Rules as well as open meeting law. We really appreciate your statements and I think we're all on the same page really appreciate your participation. Thank you so much, sir.

Lisa Ehlenberger: So we'll go ahead and go on to the consent agenda items unless there's another person from the public that would like to speak. And if anybody is from the public that is listening in on this meeting that they could just please mute yourself so that there is no background noise, that would be great. If there's no further public comment, we'll go ahead and move to the events office presentation. Thank you so much for coming and presenting Erahn.



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Ombudsman's Office Presentation



Erahn Patton-Stinson: Thank you for having me here and let me you know, how you have to drive your car right? So, let me get all set up here.

Lisa Ehlenberger: I know It's kind of a broad subject here. So would it be okay...

Erahn Patton-Stinson: right

Lisa Ehlenberger: if we raise our hands to ask questions while you're presenting?

Erahn Patton-Stinson: yeah, but once I start that let me get set up here so I can see if I can maneuver through all of this here. Let me show my screen.

Lisa Ehlenberger: Okay.

Erahn Patton-Stinson: Are you able to see my screen?

Erahn Patton-Stinson: hello.



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Lisa Ehlenberger: I think we can see it just might be very small.

Michelle Rademacher: Yes.

Erahn Patton-Stinson: Okay, as I do get lost.

Lisa Ehlenberger: It might be very small for some of us. So if it would be great...

Erahn Patton-Stinson: There we go.

Lisa Ehlenberger: if maybe we can also get this presentation sent to Michelle and Morgan so that they can email it to us.

Erahn Patton-Stinson: I did I sent it to her. Can you see it now?

Lisa Ehlenberger: Thank you. A little bit better. Yes. For me,...

Erahn Patton-Stinson: Okay.

Lisa Ehlenberger: I don't know about others.

What is an Ombudsman?

(om-buds-muhn)

Ombudsman is defined as *“an independent, impartial, and confidential complaint handler [who] serves as an alternative means of dispute resolution – a means by which issues may be raised, considered, and resolved.”*

- American Bar Association (ABA) 2004

Resolution

Erahn Patton-Stinson: I'm not sure what do I need to just So this is just a little presentation that I put together for the office of the ombudsman the overview and so first of all again, my name is Erahn Patton

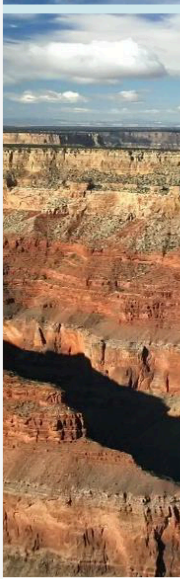


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Stinson. And so this is something that my predecessor had when they were looking up information on what is an ombudsman. First of all some people it's even hard to even say the word I had to learn it myself. So it says an Investments of find as an independent impartial and confidential complaint Handler who serves as an alternative means of dispute resolution a means by which issues may be raised considered and resolved and that's really what the job is it's just complaint Handler and I'll go into that some more as we go through the presentation. so here at the DES office of the Ombudsman, we do serve as a confidential independent impartial resource for members of the public that have unexpected issues that arise when they are anticipating trying to get Services through Des, sometimes there are just different struggles and happen and they may not get in a response that they need or information that they require and they will generally reach out to the ombudsman's office or assistance whenever needed my name again is Erahn. I am the DES Ombudsman. There's a team of three and that's Jackie Jacqueline Sepulveda. She's assistant Ombudsman in Jessica hemquist. Those are the three I call ourselves the mighty three.

DES Office of the Ombudsman



Is a confidential, independent, and impartial resource for members of the public when unexpected issues arise while interacting with the Department of Economic Security for human service needs.

00:15:00

Erahn Patton-Stinson: So this particular slide here. I'm not going to read everything on it. But it just kind of talks about how we serve and how we try to help it. we work with clients divisions and just kind of Des programs overall. So a client when we look speak of a client, we're looking at a client. It's a safe place for them to voice their complaints, we try to help the individuals navigate through the system answer questions, wherever can we check in with divisions to see timely if there's issues and that we can help them resolve kind of just do a systemic look at different things of why maybe things are happening try to find Solutions,

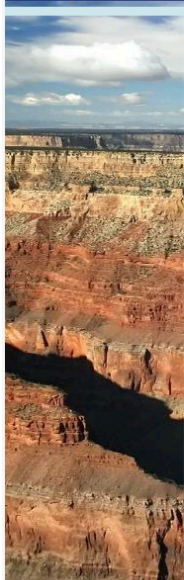


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wherever we can if it's not a DES program we try to offer them a reference another guide if they're talking about another state program. And then again, we try to do cost effective alternative we can with any of the things that I can handle under my budget with my team again, I don't manage all of the DES but whatever I can do as far as August As far as the division we try to help in look at systemic issues. if there's a dissatisfied individual we try to look at an alternate office maybe that could step in we propose suggestions and remedies about a complaint we try to look and see if a substantiated or not. We also help exonerate divisions through independent investigations. We don't have to do a lot of that right now, but that is something that we are available to do if we have to then we also for DES provide oversight, just try to make sure that we're being accountable here at the DES identify and effective statues and policies and procedures, we'll work with some leaders of the policy teams whenever needed to kind of look at the policy, and they're usually really educating us because we're not necessarily policy experts, try to help resolve complex issues that come up sometimes that have to be escalated to a different level and I'll talk about our us more as we go into this again looking for cost Saving Solutions and just providing feedback to DES leadership team. Are there any questions so far? All right, because the way my screen is I can't see the hands up. So this screen here has that big can it kind of scares you there are a lot of things that we cannot do that. We don't dive into and so some of the confusion sometimes become when they think that the clients are customers think that we can reverse a decision. we don't have the oversight to change or reverse a decision or statues or policies or procedures. That's something that we are just trying to make sure that we communicate more clearly to the community. We Advocate them we have the

DES Ombudsman Team



Erahn Patton-Stinson

DES Ombudsman

Jacqueline Sepulveda- Assistant Ombudsman

Jessica Elmquist- Assistant Ombudsman





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Erahn Patton-Stinson: Complaining are the agency and what that means is we're really trying to look at the process not necessarily Advocate just for the client where we're looking at the process meaning if we get the process correct or find any kind of systemic issues, then overall that advocates for any of the clients that are coming to Des that will fix and hopefully solve the issues that we're getting issue and complaints about we do not investigate employing and Personnel complaints. Those are usually directed to HR. So we stay away from that. We don't investigate other state agencies that are out of our duration. We're not a legal team so we cannot provide legal advice. We do have a couple of legal. Some areas that we may refer individuals to but we do not provide legal advice. We don't handle cases of harassment or discrimination. We don't do criminal investigations and we do not discuss ongoing investigations with anyone and we definitely do not communicate with the media. We let our public relations team do that.

How We Help Serve

The Ombudsman's Office helps serve....

Clients:

- Providing a safe place for client's to voice complaints;
- Listening and helping people navigate government systems;
- Checking that Divisions operate lawfully and timely;
- Finding solutions beyond DES programs and services; and
- Providing a cost-effective alternative to litigation.

Divisions:

- Providing impartial, outside information to help Divisions identify and address systemic issues;
- Giving Divisions an alternate office to send dissatisfied clients;
- Proposing suggestions and remedies when a complaint is substantiated; and
- Helping exonerate Divisions through independent investigations that result in unsubstantiated complaints.

DES:

- Providing oversight and accountability to Divisions;
- Identifying ineffective statutes, policies, and procedures;
- Resolving complex client issues before they escalate to external entities;
- Providing cost-saving solutions; and
- Providing feedback to Executive Leadership Team.

Erahn Patton-Stinson: So the type of complaints that we get generally are General inquirers require somebody education and coaching. They have missed misdirected calls from other state agencies. They just need more information on how to apply for DES programs. There may be referrals within the community that come to us. we're explaining our process in identifying researching information. Then the reason they come is because the clients feel like they are getting to run around that they're being treated unfairly in some cases. They're unable to go through the channels that are set up or existing they feel they fail that their cases have been miss handle and they just require information to address and complaint.

00:20:00



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Erahn Patton-Stinson: Then as far as investigations we go through the proper Channel, which I'll explain that a little bit more as we go to our next slide to see if the issues are still not being resolved. And then we address that appropriately then if it requires an independent review on how the division can handle a case and we'll look into that. I will say since I've been in the role I hadn't had to do that and if necessary if we're really looking to see if there's a systemic issue we may pull records and that information is just really for our team to kind of look into it and just maybe give suggestions to the programs.

Ombudsman Limitations

The Ombudsman *cannot*...

- Require/force DES or a Division to **reverse a decision** or **change** its current **statutes, rules, policies** or **procedures**.
- Advocate on the behalf of a **complainant** or **agency**.
- Investigate **employee** or **personnel** complaints.
- Investigate other **state agencies** outside of our jurisdiction.
- Provide **legal advice** or intervene in **judicial** or **legal matters**.
- Investigate allegations of **harassment** and/or **discrimination**.
- Conduct **criminal investigations**.
- **Discuss ongoing investigations** with anyone other than the complainant and person(s) directly involved, in accordance with confidentiality laws and requirements.
- Disclose **information to the media**.



Erahn Patton-Stinson: So, how are the complaints received we have several options for that so they can reach us regular mail with some people still do send in mail. They can send us email. We do answer the phone. we have our own little cell phones those numbers. We usually don't provide all the time. There's that capability. If someone needed to call us we try to really see more the voicemail that's listed next because we can take a larger amount of calls using the voicemail. Then we have a online web form that we can use some people do still facts, and then we do get on complaints from the Arizona Lisa's citizen Aid and that comes to us via email and then also from the office of the governor again, that is via email, and also they're in quick base. I don't know if you're familiar with that application, but those are using direct to us as well. So any concern that DES concern it will come from either on bus minutes. Excuse me, the ACL CA and the governor's office if it is regarding the DES program. And we use a system Salesforce to input all of our Aces. So we keep track of them. Even if they're non-related to DES cases. Excuse me. Non-related DES. We will also put them in our Salesforce system.



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Types of Complaints

General Inquiries (Education & Coaching)

- Misdirected calls for other state agencies
- DES program and service information and where they can apply
- Program and service referrals within the community
- Explaining the process
- Identifying and researching information

Requests for Assistance

- Getting the “runaround”
- Treated unfairly
- Unable to work through proper channels
- Feels agency is at fault and case mishandled
- Requires case information to address complaint

Investigations

- Gone through proper channels and issue has still not been appropriately addressed
- Requires an independent review of how Division handled case
- Requires Ombudsman to pull records

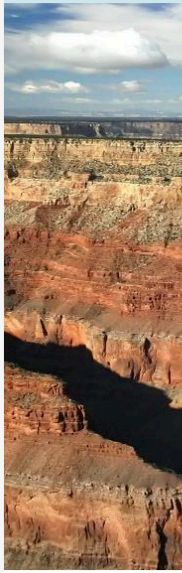
Erahn Patton-Stinson: So listed here. I just kind of gave you a process of our complaint handling because we have standard work so that we have a standard process. So as I stated before we put all the cases in Salesforce and on our particular team, we try to respond back to a complaint within two business days. Now, we also have what we have set up as an automatic response letting individuals know that we did receive their complaint. and then we'll tell them if we need additional information then we will contact you. If not, we will go ahead and forward that complaint to the client Advocates which I'll talk about that in a minute. So within the two business days. We will recommend if it's not a DES related. We'll try to find the resources that they need and we'll recommend that as well. Then we'll analyze the complaint and determine it and send it to whichever division or program. It is related to and if it's something that we can handle and resolve then we will do that as well. in the Ombudsmans office



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How complaints are received



The Office of the Ombudsman receives complaints via:

- Regular mail
- Email
- Phone
- Voice mail
- Online Web form
- Fax
- Arizona Ombudsman Citizens Aide (AZOCA via email)
- The Office of the Governor (GO via email and Quickbase application)

All complaints or inquiries received in OMB are manually input into Salesforce by the OMB team. This also includes non-DES related issues to which the OMB team also provide responses to the inquiries.

Erahn Patton-Stinson: So, of course we can't do everything by ourselves. So we have a client Advocates as we call them and these are individuals that have been designated by the division management to serve as Liaisons for the divisions and they will help to respond and they really are the subject matter experts that will respond to the complaints and the concerns as we do not have access to the individual records. That's not our role. So we will work with these client advocates for each division and program who will address the issues in contact the client who is requesting assistance. We have about 44 of them and mine on Cline Advocates that is determined by the leadership program. How many they need to respond to the volume of complaints that they get.



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Ombudsman Standard Process

Complaint Handling Process

Upon receipt of a complaint or request for assistance, we will:

1. Input complaints into Salesforce.
2. Within two business days, review the complaint if additional information is required (if so contact the client via email or by telephone).

Team Process

1. Within two business days:
 - a. Recommend other resources to the client that may assist in resolving the complaint and to see if additional information is required (if so contact the client via email or telephone).
 - b. Analyze the complaint to determine if it can be resolved by the Ombudsman Team or by the Division Client Advocates.
 - c. If a case is resolved by the Ombudsman Team, review the case and close the case or return it to the Division Client Advocates for additional information.

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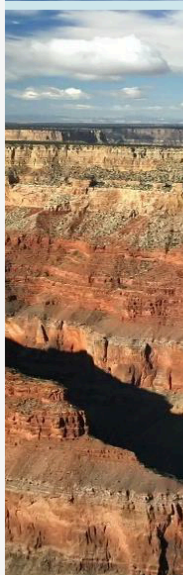
Erahn Patton-Stinson: So again, they have a process as well. So upon received. The client Advocate is requested to contact the individual within a 72 are time frame. Now with that being said not some of these cases can be resolved within 72 hours, but the initial contact should be made with a 72 hours whether it's a phone call or an email that way the individuals do know that their concern is being addressed and then if they can go ahead and get it resolved with within the 72 hour time frame then that's great and they can close it out. Otherwise if they're requires more time, they can always take the time that they need to get it the issue resolved.



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Who is a Client Advocate



An Employee designated by Division Management to serve as a liaison for the Division who receives and responds to client or community inquiries and complaints regarding DES programs and services.

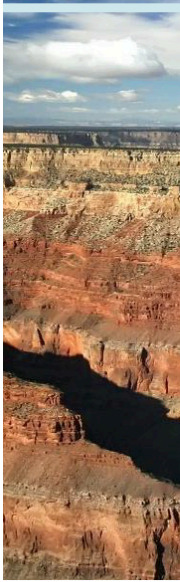
Erahn Patton-Stinson: What we do require are asked to be documented in our Salesforce cases because we do have AHCCCS to the case. They also have AHCCCS to Salesforce is that they document the attempts that they've made to reach the client and whatever the interaction was with that particular individual provides some background on the issue because not all the times we have every concern, when they reach out to us and then take steps by the agency to address the concern and even if there's an error that has been made on DES's part then tell us how they're going to address that in the future to prevent it from reoccurring.



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Who is a Client Advocate



An Employee designated by Division Management to serve as a liaison for the Division who receives and responds to client or community inquiries and complaints regarding DES programs and services.

Erahn Patton-Stinson: So this piece here is about our Ombudsman report. This is something that I try to do monthly just to kind of take care of the numbers. And so if you look I put the calendar year for 2023 just to let you know the total of mine of inquiries that we got in 2023. Some people have challenges with the word complaining inquiries, but when they come to us, they're usually really about complaints. They're not happy with the process and so in 2023, we received 7,338 as you see there which is an average about six sixteen a month. And the way this is set up if there's something that we can handle will take care of it. But otherwise we'll send the other complaints to be client Advocates. And so as you see there's 4,44 that were sent to the client advocates in 2023. And then 2,894 the Ombudsman staff handled ourselves directly. For the 2024 data I put here that we have received that was 4,989 inquiries from January first through July 21st, but I looked at it again this morning because when I pulled this together that was that particular date, but as yesterday, we have received 5,148 complaints this year in our office again, some of these may be inquiries but they have come in, just for questions or assistance or they do have a concern about a program. And then as the numbers that are listed there out of that particular number that I ran the other day we sent out. 3,467 were sent up to our client Advocates and then our office handled 1500 of them 1,522 were handed by the Ombudsmans. Then I just put a little bit of information for DDD since we are speaking of DDD today from January 2024 to July 21st of 2024 DDD had received 99 inquiries. When I looked at it again today, it was a hundred and three and then during that same time for the January first through July 21st. There was a hundred and fifteen inquiries from DDD any questions on that. And those kind of inquiries just to let you know they can range from anything like billing disputes group home issues customer service complaints



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just needing to talk to their support coordinator. They disagree with the decision. They have a complaint about a provider so they just kind of range in different areas.

Lisa Ehlenberger: I do have a questionnaire and excuse me, when you indicate the separation between the DDD specific. Are you just separating the difference between complaint and inquiries or What are you separating when you separate that specific DDD is received 99 inquiries.?

Erahn Patton-Stinson: just telling you the number of them. No, we consider them complaints but I was told that DDD looks at them differently how they justify our classify a complaints. So I was directed just to use the word inquiry, but to me, I would have probably said complaints so though. I'm not separating. That's just a total that we got regarding DDD issues.

Lisa Ehlenberger: Okay, are those included in the 4000 that were sent to the division or the included in the total inquiries for the year 2023 and 7,38?

Erahn Patton-Stinson: So the ones that the 2023 were included guests in the 44,000. Yes. they were in the total number. Uh-huh.

Lisa Ehlenberger: And then the other one, so do you also does the ombudsman's office or I mean this particular do you also oversee or Handle the department of child safety and other agencies.

Erahn Patton-Stinson: No separate entities. No just only the DES programs

Lisa Ehlenberger: So how many separate Ombudsman offices are there in the state of Arizona?

Erahn Patton-Stinson: I'm not sure about that. But I know as far as the Arizona Ombudsman citizen they are over arching husband for the State of Arizona and the great question because I did attend a meeting with the governor's office and they have a new thing that they've set up quarterly where they call all the state Liaisons together. And that's where I learned. There's a lot of different ombudsmen that handle multiple roles within even with the Department of Corrections Department of Education, so I couldn't answer the question of how many there are total but they're more than I realize I didn't realize it was that many but again, they're handling their particular program like we are just DES programs only. But the main Ombudsman for the State of Arizona is the Arizona Ombudsman citizen eight. Correct. Right, right. And that's the other thing as well is just getting individuals They handle all state programs. You're welcome.

Lisa Ehlenberger: Okay. Thank you.

Erahn Patton-Stinson: Any other questions?

00:30:00



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Client Advocate Standard Process

Process for cases referred to Division Client Advocates

Upon receipt of a complaint or request for assistance, the Client Advocate will:

- Review the details of the complaint in Salesforce to determine if additional information is needed.
- Contact the client within three business days to address the concern (Three days begins once the Ombudsman has assigned the case to the Client Advocate in Salesforce).
- Take steps to address the concern or send the case to the correct unit within the Division to address.
- Update Salesforce with case comments and all required documentation during the process.
- Submit the case to “Review to Close” to OMB.

(NOTE): The Ombudsman Team will review the case in Salesforce for required documentation and any potential individual/systemic concerns.

Erahn Patton-Stinson: they do send the complaints about the es programs who are the DES office. So anything related to the es concern generally will come to the es to DSL husband. So here's a little bit more information. So this is kind of how I tracked again. When I'm the reason that I kind of break it down between the total complaints received again showing what we're doing in our office and and then we sent 478 to the client Advocates. So these are based on monthly totals every month. Arizona Ombudsman citizen and you'll see in January we had 815 complaints with a month and So yeah, there are different ombudsmen and different areas and I learned that just by going to the governor's liaison poorly meetings. and then what we're sending up to the client Advocates. So this kind of gives you an idea here how many complaints received in 2024 Yes, and 2024 so far until June so as you look at the numbers,

Erahn Patton-Stinson: then here's our contact information likeso they are the overarching Ombudsman for the State of Arizona. how you can reach us and we do have the phone number listed there our email address and So they really look into any state program. then even our preference now that we have this new revised online web form that individuals can send their complaints right through online as well. Who would be directed to them. it's what the department yes, depending on what the concern is and they will go ahead and Any other questions that's all that I have my presentation.

Lisa Ehlenberger: Awesome thank you. I just wanted to confirm that we will be able to get this sent to our email.



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Morgan O'Hara: Yes absolutely

Lisa Ehlenberger: Are there any other questions regarding this presentation, Jim oh I mean Eva. has her hand raised. You are muted. You are still muted

Eva Hamant: So how is the Ombudsman's office different from customer service?

Erahn Patton-Stinson: Are you speaking of customer service for DDD or So when I hear the concerns, I understand it more, if they didn't just period so again, we're here. I want to say we're like the middle ground if an individual can't get through to customer service on DDD or Their benefits or that type of thing. So I've had an opportunity really look at it from both sides of it now. So yeah, I just want to share that with you. if they're having a challenge with the DDD program and don't feel that their voices being heard thank So everyone have a great day and enjoy the rest of your meeting. then they will come to our office. Yes. So what happens with us, we don't address the DDD's concern because again, we're not DDD Specialists. We will get the information and Yes based on the agency.

Lisa Ehlenberger: Does anyone have any more questions it does not loo we have any other questions for you, and I really am thankful and super appreciative the presentation that you just presented and I know that we've got a lot of information from you that kind of helped I think for me specifically, I'm really kind of see the differences between the ombudsman's office that vary across agencies throughout the state and how the DES ombudsman's office. Which that would be kind of your realm, correct? your power three.

Erahn Patton-Stinson: Right right. That is the other thing as well. Individuals get confused about who is AZCLA is and again they do send DES concerns to us and any DES concerns will come through the office. So yes there are different Ombudsmans in different areas, which is something I learned by going to the governor's liaison quarterly meetings.

Lisa Ehlenberger: Quarterly and is I have a question for you on that when you say azcla. I know you stated it earlier, but I couldn't get the exact acronym.

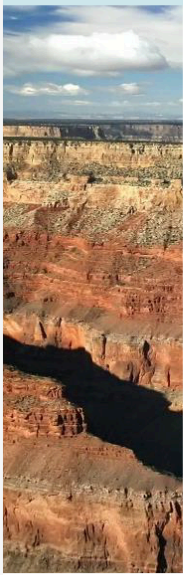
Erahn Patton-Stinson: Arizona Ombudsman's Citizen Aide



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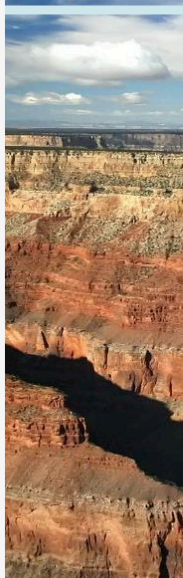
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Client Advocate Salesforce Requested Documentation



- Documented attempts to reach the client.
- Interactions with the client.
- Provide background information on the issue.
- Steps taken by the agency to address the issue.
- If there was an error made by the Division/program, how the Division is addressing the error to prevent it from recurring.

Ombudsman Report



Calendar Year 2023

- **Total Inquiries: 7,338**
Average: 616/month
- **4,444** sent to the Division Client Advocates
- **2894** handled directly by Ombudsman Staff

2024 Data

The Office of the Ombudsman has received 4,989 inquiries from January 1, 2024 to July 21, 2024. Out of that number 3,467 were sent to the division client advocates and 1,522 were handled by the Office of the Ombudsman.

DDD has received 99 inquiries from January 1, 2024 to July 21, 2024. In 2023 DDD had 115 inquiries for the same time period.



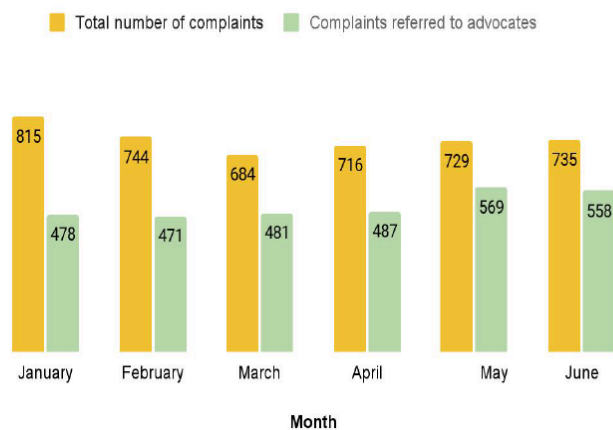
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Ombudsman Data

The Ombudsman will track complaints, identify trends that may be due to individual or systemic issues, and make suggestions and recommendations to resolve the issue and prevent future occurrences.

Total number of complaints received and referred to client advocates in 2024

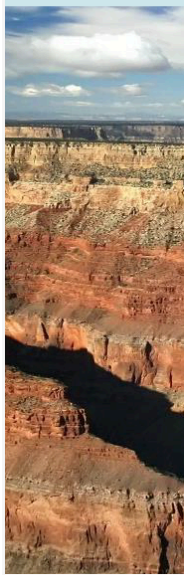




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How to Contact the Ombudsman's Office



Phone: 602-364-2860

Email: Ombudsman@azdes.gov

Online: Select “Submit a Request for Assistance” on the following website:

<https://des.az.gov/how-do-i/request-assistance-ombudsman>

Lisa Ehlenberger: Okay, and it be safe to say that then they also refer to the appropriate ombudsman's office. based on the agency We came. Thank you.

Chat Message: Christina Hedges: <https://www.azoca.gov/>

Erahn Patton-Stinson: Yes any more questions before I go?

00:35:00

Carolyn Willmer: I just want to say this was great information.

Erahn Patton-Stinson: Thank appreciate I appreciate and quickly and I'm gonna jump up but one thing I didn't share with you all so, you know how a lot of times I'm just to let you know I've been with the DES 9 years now, July 9th, and I turned it was nine years and when I started off I started off with our program under family assistance Administration doing nutrition assistance food stamps. So I really had an opportunity to really learn and then after two years I went to what we call the office of continuous Improvement and that's what we're trying to look at the programs that are being, seeing improve What can we change and then covid hit and then I ended up in the Ombudsman office. I've been here for four years. I've been the Ombudsman for two years. So the reason I'm only saying that is how when you look at things I really got to understand some of the concerns of the individuals by working in the program first by working doing food stamps.

Lisa Ehlenberger: Okay. Thank you.



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Lisa Ehlenberger: And thank you so We really appreciate it.

Carolyn Willmer: Yes. Thank you.

Lisa Ehlenberger: Okay, so next up on the agenda moving forward.

July Statewide quarterly IOC update

Lisa Ehlenberger: July Statewide quarterly IOC update on there was quite a So I'm gonna try and be as brief.As possible. I know that the notes or the recording of the meeting may not be up on the website until maybe another week and a half or so. But until then I'm just gonna briefly go over some Yes, Michelle.

Michelle Rademacher: I'm just a little bit of information about Google transcripts and our meetings and this counts for the quarterly Statewide. But for all IOC meetings, the transcript once Google has completed it. If you go back and look at the meeting invitation, you will find the transcripts attached and the recording attached to those meetings each and every meeting that you're on an invitation list to that. We do a recording and a transcript for they are available as soon as Google has them available. So what that means is they are on there now,

Lisa Ehlenberger: Okay, so they got it.

Michelle Rademacher: it has not been edited or touched

Lisa Ehlenberger: Correct, which means that?

Lisa Ehlenberger: Okay, and understood thank you. So there are other they're basically automatic then.

Michelle Rademacher: yep, and that's Google does yes and once Google generates them then they automatically add them to the calendar invite. So for instance today when this meeting is over once Google finishes, it's processing of the transcripts and the recording. then those transcripts and recordings will be automatically attached to today's meeting invitation on your Google calendar and that applies to all of our IOC meetings again that we record and request a transcript for You're welcome

Lisa Ehlenberger: That's great to Thank you.

Lisa Ehlenberger: Yeah instead of us having to search the website. We want to listen to it. So as far as I'm gonna just briefly and go over some of the updates. I know all the different chairs of the IOCs were in the tendons or representative from different IOCs. A lot of it was updates were about committee Recruitment and Retention. So continue to get the word out there to other individuals that you might think maybe a good candidate for the District Central IOC Committee. There's a couple of other conversations that we had as well and regards to the relationship between DCS and DDD as well as an APS and the Adult Protective Services. They presented and gave some great information that they had a DDD unit so that when there's an alleged abusive case. For an adult that is a DDD member. They have specific unit and workers that work with



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DDD members and request the PCS the person-centered plan Behavior treatment plan Etc and all so they gave us some information on how to contact APS and also how to record wreck or not record but request records and that would all be on the transcript and if it's okay, I think and correct me if I'm on Morgan and Michelle, but I'm gonna be okay for me to send that blind copy to the IOC members. The contact information that we obtained from the Statewide meeting.

00:40:00

Michelle Rademacher: The emails and the different contacts that were provided.

Lisa Ehlenberger: Yes, yes.

Michelle Rademacher: Yes, they provided that in a public meeting. So that is available just on ...

Lisa Ehlenberger: Okay, great. blind copy Okay,...

Michelle Rademacher: you guys understanding. Yeah, exactly.

Lisa Ehlenberger: I'll blind copy everyone and then. There the DDDPC planning Council gave some updates on which is the developmental disability planning Council about different grants that are going to be focused on a Individuals and sexual violation Etc. And then they also indicated if we wanted to we could request a doctor Tomaso to be at a meeting discuss. If we have any questions, or if we want to have that person to be a part of our meeting in the future. Let's see, we also discussed the development of disability advisory Council can and she shared a little bit about some difficulties but also shared that they're have a new chair and vice chair, I believe. And then Leah, I don't know if she's here today, but she gave an update on some projects and Bridging the Gap again and the behavioral health conferences and Joan is here to probably share her updates shortly, but there was some good information and Fredreaka so that I hope that you guys will share when it's your turn in regards to that automated system the new program or the new portal that's gonna be up and coming. And I think I kind of covered it. So with that being said one of the things that was discussed in Statewide that was a part of this there were a couple of things and I apologize. in regards to the discussion of APS and DDD and then DCS and department of child safety and DDD there was a discussion that was in regards to understanding the relationship between department of child safety and DDD because there's a relationship between APS and DDD and I think it might. be in an interest of our district Central IOC to either create a subcommittee to discuss this issue that came up in the Statewide that maybe we can and I'm not sure how to approach this but I don't know if that's something that we can do today in regards to discussing the questions that came up and Statewide were how come DCS does not have a DDD unit such as what Adult Protective Services has and how come DCS or does not have an IOC independent off or independent oversight committee and then the discussion of it having a separate ombudsman's office, which we now learned from today's presentation kind of why that might be because it's a separate agency. But would we be able to create a motion in today's meeting in regards to those questions? Or is it something we need to put on an agenda for a following meeting we can propose a special meeting? That's the question I think for Michelle or Morgan or Larry.



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Michelle Rademacher: So you don't have DCS or APS discussion on your agenda specifically? You can bring up the topics that were discussed during Statewide...

Lisa Ehlenberger: Okay.

Michelle Rademacher: which does allow you to do what you're doing right now and to plant the seed and the minds of your committee members and ask them...

Lisa Ehlenberger: Okay.

Michelle Rademacher: if they want it on the next agenda to go into a full discussion.

Lisa Ehlenberger: So, I'd like to just ask then Michael, Eva and I think Carolyn hopped back on. What are your thoughts in regards to having this discussion and on to the next agenda, which would be looking at the department of child safety in the Department of Developmental Disabilities and how they handle whether the investigation process of alleged abuse Etc. Would and you all be in favor of adding this to our August agenda?

00:45:00

Michael Johnson: Yes, I would.

Lisa Ehlenberger: Okay. Eva?

Eva Hamant: Yes

Lisa Ehlenberger: Okay, Carolyn. Okay. So...

Carolyn Willmer: Yes.

Deaths and DDD Policies

Lisa Ehlenberger: so that's something we'll add to the next agenda. And I know that we kind of skipped out of line, but that on today's agenda is the discussion of future subjects for our future meetings. So I'll move on to the next one as far as the death and DDD or policies protocol subcommittee, are there any discussions news or reports that are needed from that? I know that that's been kind of on the

Lisa Ehlenberger: we haven't discussed a lot of that in the past few meetings. So Carolyn any updates on that. no worries.

Carolyn Willmer: No, sorry I have been. so busy with other things



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Lisa Ehlenberger: Completely understand. I thought that keeping it on the agenda would allow us to have a running be able to discuss it then at any time should anything come up in regards to that. Would you like to keep that on the agenda still Carolyn?

Carolyn Willmer: Yeah. Yes, sure.

ASH Subcommittee

Lisa Ehlenberger: Okay, okay, and then Eva policy subcommittee. Ash

Jim Hamant: So I don't have anything on the ash committee, I think. it's done but ...

Lisa Ehlenberger: okay.

Jim Hamant: I guess part of looking at policies reading the early policies so when they talk about definitions of what's discussed in the policies most of the time they give the complete definition but sometimes I perceive they get a little lazy and use the Arizona State Statute code rather than doing the complete agenda because sometimes there are multiple, Arizona State statutes in Different definitions, it makes it very difficult to make comments on it. And so I would like to make a motion that that DDD would when they do their policy because they're doing all these policy rewrites that when they do their definitions that they write out the definition rather than using the Arizona State Statute.

Motion and Vote

Lisa Ehlenberger: So would it be safe to say that you'd like to make a motion to request the division to define the Arizona State statues within the policy rewrites.

Jim Hamant: Yes.

Lisa Ehlenberger: could that be Eva's motion and

Lisa Ehlenberger: Do we have a second?

Michael Johnson: per second

Lisa Ehlenberger: Michael seconds all those in favor I

Jim Hamant: I

Lisa Ehlenberger: Carolyn

Carolyn Willmer: I'm thinking about this and I think that's a good idea. But I'm also wondering how much of the other statute are you going to need to insert? into You know what? I mean? is it going to be adding a paragraph or is it going to be adding a page or I'm just kind of wondering how that will work. Logistically.



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Jim Hamant: What...

Lisa Ehlenberger: Yeah.

Jim Hamant: what happens is in most of the policies they have the definitions already. And so what happens is for some reason some I can't even think of which ones they do, but Instead of having the whole definition there. They just says as referred to in Arizona State Statute blank. and...

Carolyn Willmer: right

Jim Hamant: so the biggest problem is policy do they put the whole definition and why in one policy do they just put the Arizona State Statute? Because therefore if you want to know what the definition is, you have to go to the Arizona State Statute to find out what they're talking about for that definition.

Carolyn Willmer: I see so sometimes they're including that definition and sometimes they aren't and...

Jim Hamant: Yeah.

Carolyn Willmer: the definition is fairly concise, correct?

00:50:00

Jim Hamant: and there's no Rhyme or Reason what time you're reading the policy and they have all the definitions and the next time you read a policy. And in this definition they have the Arizona State Statute. It's like, Why here and not in the policy?

Lisa Ehlenberger: so may I ask The division and those who are on the call that support us. Liaison Larry. Is there a reason does anybody that's on the call have that information is why it might be on one and not the other.

Michelle Rademacher: We'd have to ask the policy team that.

Lisa Ehlenberger: Okay, so maybe what we could do is I'm moving forward. I mean if the IOC committee District central is an agreement to move forward with this motion and we can always request it it doesn't mean that they're going to do it but we can always request that it is at Christina.

Christina Hedges: Yeah, I'm gonna Echo what Michelle said, I'm not sure of the exact reasoning and we can definitely bring that back to the policy team. However, there is on the AHCCCS website the contract and policy dictionary that is 128 pages long that lists out many common terms so that some of those terms might be on there which is why they might not be defined again and policy.

Lisa Ehlenberger: Yeah, and I think that's one of the concerns that Eva's bringing up. Is that there? It's hard to Referring back to that as you're reading through the policies and it would be easier to just read it in the policy. Is that what I'm hearing you say Eva?



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Jim Hamant: Yes, I mean the biggest problem is one time they have. Home and community-based services and they have it outlined and another one they say Home and community-based Services. This is what you get in another one. They say Home and community-based Services is Arizona State Statute blah blah blah. why in each of the policies is a defined differently or Maybe they do Child Protective Services or the IOC. So they do IOC and they tell you what I'll see is and in another one, they'll say IOC per Arizona State Statute. So why in this?

Lisa Ehlenberger: Why is it not consistent? so I'll go ahead.

Jim Hamant: Why is it not consistent and I think we need to ask DDD the policy committee. Is that what you were saying, the policy committee that come policy unit...

Christina Hedges: the policy unit

Chat Message: Wendy Herring - OIFA Mercy Care: i am going to hop off. make it a great day everyone.

Jim Hamant: because personally I think And I mean in sometimes you get two definitions and you get two Arizona State statutes and they're totally different State statues. And so it's like and if they aren't something that you're familiar with then then you have to go look for the Arizona State Statute. And so there's just no consistency when they're doing these policies other than the fact that they're getting tired of right and all out consistently.

Lisa Ehlenberger: Okay, instead we have two options so we can move forward with the motion or possibly I don't know why they're balloons coming up on my screen. Sorry, is another option to invite somebody from the policy team that might be able to answer those questions and then if we invite somebody and hopefully they can come in August and if there's no rational answer or logical answer then we do the motion. What are your thoughts? What are other thoughts?

Jim Hamant: The biggest problem comes in is if we make the motion it goes to Larry who goes to the policy committee and then we can get an answer back in 21 days.

Lisa Ehlenberger: Okay, let's

Jim Hamant: Otherwise, we have to wait, you know what I mean? And I'm sorry about anybody else...

Lisa Ehlenberger: I do.

Jim Hamant: but we get undulated with early notification policies. And if you wanted to make a change after those 30 days, then you're going to have to make the comment in and that means every time you want to know what the Arizona State Statute is. You have to submit another for paper form.

Lisa Ehlenberger: Mm-hmm, and Michelle has her hands up. Michelle



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Michelle Rademacher: I just wanted to make this suggestion that you can send your motion and get your response in 21 days. However, I think it'd be most effective if you also additionally invited somebody from the policy team to explain what they've provided to you and to feild any questions regarding that.

00:55:00

Lisa Ehlenberger: I think that's a great idea What do others think?

Carolyn Willmer: Yes, I think that's great.

Lisa Ehlenberger: So that means we move forward with the motion and then also invite somebody for August meeting someone from the policy team. thumbs up Okay, so I think we might need to.

Carolyn Willmer: Yeah.

Motion and Vote

Lisa Ehlenberger: Repeat the motion since we had this discussion. So what I'm hearing even say is that she'd like to make a motion to request the division to define the Arizona State statutes within the policy rewrite.

Lisa Ehlenberger: Correct Okay, and do we have a second?

Lisa Ehlenberger: Thank you, Michael all those in favor. I'm anyone opposed.

Carolyn Willmer: I

Lisa Ehlenberger: hey, no one has opposed so that motion I will Do it I need to do with the emails and send that off to Larry and regards to that request for. DDD so we'll move on now to DDD staff updates and it

Jim Hamant: Before you go, I guess there's two policies. I don't know everybody reads those early policies. But the number 51 the ADH. It turns out. One of our issues always was the fact that DDD. did not monitor adult developmental homes and In this new 51 adult developmental homes policy they talk about who is the licensing worker and what their qualifications have to be? They cannot be a guardian of the member and they have to do quarterly home visits and DDD has to do an annual inspection of the ADH home. And so my question to the community group is do we want more than one? yearly monitoring by DDD

Lisa Ehlenberger: I think that we can want more. However, I would maybe like to get some information from the monitoring team maybe somebody from licensing because of Licensing goes in four times a year and DDD goes in annually and I mean, I just want to know how efficient that is right now. I mean and maybe I don't know James has information on that.

James Maio: I mean, I can't say how Very much. I know the process of it when you're talking about the licensing worker. They're talking about the agencies that are licensing those group homes. So we have a



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number of agencies that basically have ADHs under their contracts and then they provide those lice those licensing workers are supporting those adh's with making sure that the staff are trained making sure that they turn in their have goal information to support coordination and so forth and then they're there to support the ADH provider and they do do quarterly checks on the homes, but they work for our subcontractors. they no longer have independent providers and...

Lisa Ehlenberger: Okay.

James Maio: those are all They no longer allow that so, those are all subcontracted agencies that are providing those four-time a year visits and then our monitoring unit the same unit that does group home monitoring and DTA monitoring and such they do that one time a year and it's relatively new we were not monitoring ADHs or CDH's up until just this last couple years. So they do it one time a year. I don't know that they have the ability to do it more than once a year because they are going out on all the other programs as well. They're doing group homes in dtas. They're even doing monitoring of in home service agencies as well. So

Lisa Ehlenberger: Okay, thank you for that information. So when I heard you say that they're the subcontract agencies or the license workers that are providing those quarterly does that mean for example a subcontracted agency that they might have group homes and they might have Under their agencies. They're all so providing. their own monitoring

01:00:00

James Maio: Just of their ADH group homes are still monitored by us. But just any other agency. They're responsible for all the services that they provide but we have some agencies.

Lisa Ehlenberger: Of course.

James Maio: Yes that they have group homes. Adh's CDH is dtas and then we have other agencies that all they provide is, adh's and CDHs. So it depends on what their contracted for.

Lisa Ehlenberger: And when you say the CDH are you meeting the Child Development home? Yeah.

James Maio: So there's adult and child developmental homes most agencies if they have a contract for one they have them for both. Even in some of them don't have any and...

Lisa Ehlenberger: Okay.

James Maio: but they most of the time are licensed to do it whether they have them or not.

Lisa Ehlenberger: Okay, I mean, of course if I agree with you, I think it would be great to have the division. do additional monitoring than just one time a year for ADHs. but I also understand the logistics of What might interfere in their ability to do that? And if I do remember when we discussed that the division was not monitoring. ADHs that was a few years ago even when Karen was on the IOC Do you remember that Eva And



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at least they are monitoring one time a year this is a policy though. That is still unopened policy, correct?
And I think it might be I mean...

Jim Hamant: yes, and so I just

Lisa Ehlenberger: why not request it. I mean we can always ask. right

Jim Hamant: Yeah, so, I don't know. so

Lisa Ehlenberger: what about if we make a motion as an IOC committee to make a comment. as an i under that policy rewrite that District central IOC would like to request the policy to include more than one time per year. We don't even have to say what about if are you do have to say twice per year? Michelle

Jim Hamant: It seems to me you would have to make. Yeah, so you made the comment that you wanted to find out...

Lisa Ehlenberger: I Define it, okay. Then what about if we do that?

Jim Hamant: how often group homes were monitored. by DDD

Lisa Ehlenberger: How often are they monitored yearly? And James, do you have an answer to that by chance?

James Maio: I believe that they're monitored once or twice depending on what the outcome of the first visit is. So if they score extremely high on their initial visit, I believe that they're only monitored one time per year and if they have any Findings, then they are monitored twice a year. I can check to make sure that that's still correct.

Lisa Ehlenberger: Yeah, that would be great to get that information. However, in the meantime if this other policy for monitoring, adh's is open right now for comments. it won't hurt to request or at least make a comment as that I District Central IOC Committee that we would like to recommend that it be twice yearly.

Jim Hamant: we have to make

Lisa Ehlenberger: We'd have to make a motion some so is there anybody that would like to make a motion for the District central IOC to collaboratively comment under this policy to request the division to monitor? adult developmental homes twice yearly

Motion and Vote

Jim Hamant: I guess I could make a motion to that in policy ad. DDD 51 for adult developmental homes that DDD monitors the ADH up twice yearly

Lisa Ehlenberger: Okay, do we have a second?



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Carolyn Willmer: This is Carolyn I second.

Lisa Ehlenberger: all those in favor yeah,...

Carolyn Willmer: I

Lisa Ehlenberger: Anyone opposed No, so then that motion will be moved forward even would you like to make that public comment under that for us?

Jim Hamant: Yeah, when it opens up right now, it's just okay,...

Lisa Ehlenberger: early notification Okay.

Jim Hamant: and then I have One more for some reason 960 got reopened.

01:05:00

Jim Hamant: And maybe since James is here on page 29. It says qmu Trends with concerns can give that information to IOC. I guess because I read close ours and I see. You write Trend Aid out of 15 or behavioral issues or five out of 10 or medical issues. are these what you're talking about Trends with concerns or what do you do when you put in the closed I that they're Trends with? the trends with those numbers on what kind of incident

Lisa Ehlenberger: And I think Eva, I think maybe something like what do you do with the trending data in the closed IRS or what does that trending data mean in those clothes are and James. This might be a question for when we get into executive session as well but to give more detail, but do you have an

James Maio: I'm gonna have to elevate those questions because that is a QMU thing not a district quality thing so I can reach out to Carl and pose the questions that you guys have. So if you want to share those questions with me, I'm happy to elevate them. But I really can't answer them myself.

Lisa Ehlenberger: Okay, so even maybe you and I can since we still have this up committee. We can come up with those specific questions. I and we can send them to James in an email or do we need to make a motion for this as well? Right, I think sending the questions to James in an email would probably be okay and then I can blind copy all the IOC members.

Jim Hamant: Okay, I will read the closed IRS and see if I can find specific IRS to talk about the trending. with certain numbers

Lisa Ehlenberger: Okay, do you want to wait on providing those questions to James at this time?

Jim Hamant: yeah, because I am in Tennessee in my and...

Lisa Ehlenberger: Yes, and thank you so much for being here Eva.



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Jim Hamant: I do write down some things with trending and so I'll go look for my book. And if nothing else when I read the IRS, I am sorry, but I'm not gonna read closed IRS on vacation. So when I get back,...

Lisa Ehlenberger: No problem.

Jim Hamant: I will read close IRS and when I find the trending stuff, I will. Write the number down and send it to James and find out what they're talking about.

DDD Staff Updates

Lisa Ehlenberger: Okay, thank you. Okay, so we'll go ahead and go on to DDD staff.

Morgan O'Hara: We have Christina here with us. Do you have any updates for us?

Christina Hedges: I do not have any updates. Other than potentially what Lisa shared just continuing to do work on our PBS project. I believe right now. The numbers are showing that we have trained around 5300 direct support professionals with about 540 trainers who are qualified to the training as we go on. one of the divisions other artbook projects is the Dual diagnosis project that our Behavioral Health Administration is working on and we are continuing to move forward towards our second Conference of the Phoenix that's going to be on September 5th 6th and seventh I'm pretty sure all of the info on that but I can definitely drop a link in the chat. we continue to move forward with our NCT or our ncqa, which I can never remember what the acronym stands for accreditation as well as our request for qualified vendor applications. That's really all I've got. Is anybody have any questions?

Lisa Ehlenberger: Eva has a question.

Christina Hedges: Yeah, Eva what's up?

Jim Hamant: so the problem comes in is I did something on because I have this laptop and I got Google account camera. And for some reason I cannot open up the chat. so I am going to have to have whatever you put in the comments section. If you could just email them to me and most probably going in an executive section. I won't be able to collect that in so I'll have to go out of this meeting. and get to another email to get to the executive session.

01:10:00

Lisa Ehlenberger: Executive sounds good. I think that Morgan and Michelle have been doing that for us anything that's in the chat that has emails and information Etc. They'll be emailing to us, correct. They're nodding their heads yet. Okay.

Morgan O'Hara: Yes.



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Christina Hedges: Yeah, I'll make sure I get all of that information over to Morgan and Michelle. I'm sure they already have it as well because they're on top of their game. I just found out that ncqa stands for the National Committee for quality assurance accreditation.

Lisa Ehlenberger: They are.

Christina Hedges: There is some information on that on our website as well.

Lisa Ehlenberger: Okay. Thank you.

Morgan O'Hara: Thank you, Joan do you have an update for us?

Joan McQuade: Yes, I do. This is an update that I provided to all of the chairs at the Statewide meeting last night. No Wednesday night, excuse me. there has been a change made to our redaction process. It was brought to our attention. That keeping the first name and last initial of members in incidents when it's being redacted is a violation of HIPAA. And we are no longer. As of any of the incidents that we're doing that have that we've pulled during the month of July. So it's the batches they're going to be getting sent out you at this point. They are no longer going to have. the members name we also obviously will still be removing Any personal information for the Guardians But on the flip side of that we are able to leave all the staff names in the incident. Which I'm assuming is going to make it much easier for readability. Because especially if there's been more than one staff involved and you just have all these blanks all over the place. It can make it really hard to understand what the flow of the incident is. So I wanted to make sure that you are aware. there was something else here that I was going to mention.

Lisa Ehlenberger: the metadata categories or the statute of the IOC

Joan McQuade: Yes, the metadata you still will be receiving your metadata. And a lot of this has to do with being aligned in the portal because once the incidents are being entered into the portal the members name is automatically redacted. But in the portal you are able. to go in and look at trends. So if you're looking at an incident there's a place where you can go to look at Trends and it'll bring up other incidents for that member so that you'll be able to see are there other Med errors here are there other behavioral issues or whatever it happens to be?

Joan McQuade: Yes Eva.

Jim Hamant: So when you're reading closed IRS, there's not going to be a name. So,...

Joan McQuade: right

Jim Hamant: where are you going to find that there's other IRS on this individual? and it are

Joan McQuade: the only way that you would be able to get member information. Is for request of information and that would be on an incident by incident basis. We're just



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Lisa Ehlenberger: Or a member Wouldn't It Be by a member basis?

Joan McQuade: it would be but what I'm saying is...

Lisa Ehlenberger: Yeah.

Joan McQuade: if you look at incident a and you're wanting to know you want an unredacted copy of that incident you would need to put a request in. If another incident comes up and you want to know who that member is if it's the same member we would have. we would have documentation that for release of information. Otherwise, we need another release of information.

Lisa Ehlenberger: yeah, so from what I understand is that although the names will be automatically redacted. Once they move into the new portal from my understanding Frederica may have more information on this as well. It's going to allow us to not manipulate, but it'll allow us to see information. and IRS

01:15:00

Lisa Ehlenberger: By member, so if we see an IR that we're like, okay, I want to find out if this is a trend for this member, there's going to be something that we're gonna be able to collect and I don't think they have that all sorted out yet. It's gonna be some kind of button that maybe we put in an IR number and then it will pull up all other IRS for that number. That would be my guests as how the program would work. but it's still a little bit unknown. So there's gonna be a lot of positive. I think when it comes to this portal because it will allow To see if there's a trend with a particular member in IRS. And then if we see that it's a trend where as an IOC based on statute 41-3804 we can request unredacted. IR for that member which if that guardian or that individual member provides the release of information allows us to see that then we'd be able to see all of the IRS unredacted for that member upon request. That did that accurate Joan

Joan McQuade: Yes, it is. Eva

Jim Hamant: is there any way you could put okay, I'm Eva Hammett. Could you write e h on it, but that's still

Joan McQuade: it has to do with And HIPAA compliance. There's can be no identifying information. We can leave in the year of birth.

Jim Hamant: okay.

Joan McQuade: and that's...

Lisa Ehlenberger: That's important.

Joan McQuade: what Right, so we do know how old a member was. Now as I said on the flip side, all the staff information is going to be in the incident. The only time we would be removing a staff name is if they were alleged perpetrator. and that's just because it's alleged so we don't want to Create that stigma. So we would be removing a ledge perpetrator's names.



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Lisa Ehlenberger: And that takes me to another.

Jim Hamant: Thank you considering I read different behaviors and different categories and sometimes a member here shows up in here. So I may need help and trying to figure out how

Joan McQuade: I understand what you're saying, Michelle. Could you provide some information?

Lisa Ehlenberger: Thank you.

Michelle Rademacher: If it's helpful for the committee, we can mirror what we have been doing for district West IOC in the So there are three metadata reports that are sent to you in your Friday reminder of your meeting or whatever day Morgan sends the reminder of your meeting. Have you noticed those reports at the bottom of the email along with the agenda and the timesheets? So we can alter the one that has the member's names on them because that's what gives you all the monthly trending information for each member if they have more than one incident and what category it is. And and what we do for district West we could do for Central is we do a random numerical code for the members. So there's a number that represents the member that says the same month to month to month. And that's how you identify each individual member. There's nothing that's going to link it to their private information or who they are. We just go in numerical order and we assigning number to a member and we keep that number with that member forever. So every time you get a metadata report if you see say a number five then that's Michelle Rademacher And every number five that you see each month on that metadata report will still be Michelle Rademacher. You won't know, it's Michelle Rademacher You'll know almost number five.

Lisa Ehlenberger: Perfect. I actually think that would be wonderful. I think that's something Carolyn and I brought up in February and but we were requests. We were wanting something like that for IRS. However, this works if you can do that for the metadata reports at least it gives us that because that's gonna be where we're gonna find multiple IRS on certain individuals, correct.

Carolyn Willmer: Yes.

01:20:00

Michelle Rademacher: Yes, yes, and we have always provided this just the previous. liaison Jeffrey trained me on pulling the reports. So we've always provided this data information to the IOCs at least as long as I can remember and I've been on board you just may not have noticed it in the emails. And if you have any questions, just let us know it will continue to provide that there are three reports, but the one is specific it's incident. per member and so we will continue to do that. And what we'll do is we'll start our spreadsheet with our random numbers and we'll still provide the report with the trending information for the member, but it just won't be a name. There'll be a number assigned to the member.

Lisa Ehlenberger: I think that would be wonderful. What are the other IOC members thoughts.

Carolyn Willmer: I think that will be really helpful.



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Jim Hamant: the biggest problem is because I read closed IRS and the problem comes in is even though they show up on the metadata. What happens is in the closed IRS. There are not always but it's just like in the executive session I have four issues. That came out of closed IRS. And it is really difficult. To get that kind of information out of the metadata.

Lisa Ehlenberger: What were the without identifying information what? Okay.

Jim Hamant: about it they were significant issues that I had. because

Lisa Ehlenberger: Then maybe we can put that into executive session and just hold that thought for that because I think that it. Okay.

Jim Hamant: that's Why even having the numbers because they're listed by group homes, and then they have the individual with their left. They won't be by group homes.

Michelle Rademacher: So there are three reports one is listed on the data reports. I'm speaking of one is listed by the providers and how many incidents the providers have one is listed by the members and how many incidents and what categories the member has and then the third one. I'm looking that up right now because I can't remember off the top of my head. Let me see here.the third one is

Michelle Rademacher: There it is.

Jim Hamant: the ash report

Chat Message: James Maio: brb

Michelle Rademacher: No, I should report as an additional report you get so we give you six months. Provider incidents by type. So that's how many incidents of providing agency had a Contracting agency had and what type? Then we give you. Incidents per member by office provider and tying. So that's the individual person member that is and the type of incidents and how many of the specific type of incidents in all of them and the other one is a provider to incident ratio. So that means how many incidents did this provider have as related to how many members were involved in incidences as well? So those are the three.

Jim Hamant: even so I have to get all of the general...

Lisa Ehlenberger: wait and

Jim Hamant: but what happened the biggest problem would be nice is if you gave them a number is to track the number. over a six-month period as opposed to tracking the agencies over a six-month period because a James one time talked about the fact that it's like Hacienda was down at the bottom towards incidents were members. But yet. seems to me they would be more severe because that ICF and Hacienda get a lot of money and it seems to me that they should not have all that many. incidents And so it seems to me if they



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had a numb if you track that. So we would have to track them number if number five. Michelle so we went eight months have to look at the data for Michelle.

01:25:00

Lisa Ehlenberger: I think that that number five would stay the same. So I think it on the metadata. report

Jim Hamant: Number 5 would say the same.

Michelle Rademacher: She's right.

Chat Message: James Maio: back

Jim Hamant: But the metadata would change so you could see.

Michelle Rademacher: right

Jim Hamant: you could see just they track the agency on their incident on a six-month period If they tracked. the individuals on a six-month period with the

Lisa Ehlenberger: members

Jim Hamant: What time they have number five...

Lisa Ehlenberger: Would you like to request that?

Jim Hamant: if number five has suicides? in January March and June, you know what? I mean? We could

Lisa Ehlenberger: Okay Eva. Michelle has her hand raised? Okay. I think she doesn't answer.

Michelle Rademacher: So I understand what you're asking for right now. We give you incidents for a member how many incidents they've had each month and what the category was and you're saying you would like to know in six months you would like that data changed. So I am not a data expert. I only pull these reports from somebody else who is done all the data mining and it's complex. It's above my knowledge set on data. So I can't go into our Tableau on data system and do that myself. I would have to elevate it and ask I can make a suggestion to the committee members though is each month. We send you this report of the month on the members. and if you put them together you can compare that and tabulate what that's six months and that yearly total looks like

Lisa Ehlenberger: Yeah, it might just be difficult to.

Jim Hamant: Okay.

Lisa Ehlenberger: Do that and wondering if the new portal would allow something similar to what Eva is describing because it does sound like it would be good information seeing that six-month data report. I don't



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know if Frederica has any information on whether or not that might be something that could be pulled eventually.

+1 480-*-**98:** So currently the portal. Can you guys hear me? I'm sorry. Okay. Sure,...

Lisa Ehlenberger: Yes, we can hear you. Thank you.

+1 480-*-**98:** currently the portal you can select date ranges. And so if you wanted to look at a fixed month date range and the portal will give you that information. If there's no reports though for a member. Obviously, it's going to come back, No, but yeah, the portal will allow for you to put in date ranges.

Lisa Ehlenberger: Okay.

+1 480-*-**98:** So if you wanted to look at a six month date range you have the ability to do so.

Lisa Ehlenberger: I think that would be great but we still don't know exactly what the IOC committee members what are for platform is going to look like from our view based upon our credential so to speak.

+1 480-*-**98:** That's correct. Yeah, because I can tell you what it looks like currently for the AHCCCS side. But I do know that the DDD side there were some different, ads or from the team that created it so, I don't know exactly what that looks like.

Lisa Ehlenberger: Okay.

+1 480-*-**98:** And I feel that will all find that out at the same time.

Lisa Ehlenberger: Yeah, and is there anybody that would have that information or as they are developing the accessibility between different employees and volunteers and Etc. Would there be somebody we can ask that question about and maybe ask that the IOC Committees have access to be able to put the date ranges in for individual member trends

+1 480-*-**98:** I believe they're the team and I don't know the people that are on the team, but they're the team from DDD and from AHCCCS that are putting it together. And from what I know from the very beginning stages of it is it looks exactly like the AHCCCS portal with the addition of the extra information at DDD had requested so I can try to find out on my hands who the team is but from what I was told so unless something change from the very beginning it looks exactly like the AHCCCS portal would be in addition to the other information that DDD requested to have

01:30:00

Lisa Ehlenberger: Okay, do you think that and this is a question open to anyone who may have the answer would it be possible that if we identify who the team is in? that is going to be providing this AHCCCS that we invite them to one of our future whether it's August meeting so that we can ask some of these detailed



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questions and maybe offer suggestions that might be helpful in our role as reviewing incident reports and looking at What we look at.

+1 480-*-**98:** So I'll be the one that providing the access to the portal. I just haven't got the green light on that.

Lisa Ehlenberger: Okay.

+1 480-*-**98:** So I am prepared to provide the training and all of that kind of stuff. I just don't know. like I said when that rollout is going to take place, so I'll do some digging on my side to determine,...

Lisa Ehlenberger: Okay. awesome

+1 480-*-**98:** because obviously they'll have to show me before I could show you what it's gonna look like.

Lisa Ehlenberger: Of course. Okay. I'm really enjoying listening to the development of this portal I think and it going to allow for a lot of ease of AHCCCS and also maybe reduce some in the amount of redacting that needs to occur sometimes because they will order radically be redacted. And to give maybe us more access to looking at Trends and individual member incident report Trends Etc. Thank you so much Frederica. Do we have any more questions on that or...

+1 480-*-**98:** No problem.

Lisa Ehlenberger: can we move on to the DDD staff updates?

Lisa Ehlenberger: Because we do need to keep track of time. We're at 11:30, and I really definitely want to go into executive session. soon Okay, go ahead. Thank you Morgan.

Morgan O'Hara: Yeah, no problem. I think our last DDD staff is James.

James Maio: I do not have any updates except for that I did get verification on the group homes are monitored twice a year unless their initial visit is at 95% or greater. If they do get a 95% or greater they do not require a follow-up and developmental homes are currently one time per year. Other than that I do not have any updates.

Lisa Ehlenberger: Okay. Thank you James.

Updates from Arizona Department of Administration

Lisa Ehlenberger: And now I believe updates from a video of Arizona Department of administration. Or do yeah.

Lisa Ehlenberger: Hi, Larry.



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Lawrence Allen: Sorry, I was telling you to there. One quick update for the Committees new fiscal year started July first.

Lisa Ehlenberger: No worries.

Lawrence Allen: Which triggers your annual report? That's due November first. I know everybody's getting together. they're numbers for the Committees. So we'll be getting that to you shortly, but I highly suggest that Set up a subcommittee within your committee to do this report. So it doesn't all fall on the chairs shoulders. And it does make that in the transition to that report a lot easier for you. So that's my suggestion for you. I know you have last year's report already that was submitted. If you need anything else from me, please let me know and if you don't have that the questions or the suggested questions prompt questions to fill out I'll get those over to you so you can take a look at those. and if you have any further questions as you work,...

Lisa Ehlenberger: That would be great.

Lawrence Allen: On the support, Let me know and I'll do my best to help you get it completed.

Lisa Ehlenberger: Okay, thank you so much. And when should I expect the information? I know that the numbers and all of the data Etc and from whom? from you?

Lawrence Allen: Yes, I know. Michelle and Morgan will actually pull those numbers for you. And they'll pull those for you and get those over to you. So you'll have those numbers to inserting your report.

Lisa Ehlenberger: Great.

Lawrence Allen: We'll also look into maybe doing some tracking and trending maybe some graphing for you so we can look at some Trends and I'll get with Morgan and Michelle on that just another it's always good to look at charts, right? I crafts or turn reports to monitor those numbers and to see how your committee's trending in regards to the number of members reports review all that good stuff. So

01:35:00

Lisa Ehlenberger: Okay.

Lisa Ehlenberger: And I would love those prompt questions. That would be great. And as far as for this month,...

Lawrence Allen: Sure.

Lisa Ehlenberger: I'm not sure if we want to make a motion to create a sub committee an annual report subcommittee at this time. I'd like to maybe just put that on hold on to see.

Lawrence Allen: Yes.



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Lisa Ehlenberger: Maybe Push that to August for right now. Because as I might make I'd like to make some movement prior to and...

Lawrence Allen: Yeah. Yeah, you have put it.

Lisa Ehlenberger: really delve into it before creating a subcommittee and maybe do...

Lawrence Allen: Yep.

Lisa Ehlenberger: what Linda did which was blind copy? All I have seen members with drafts Etc and I can do it that way as well, right?

Lawrence Allen: just can't carry on conversations be email reply all so yeah,...

Lisa Ehlenberger: With all of them so blind copy is okay.

Lawrence Allen: so Yes blind copy So as long as there's no. let me back up I guess blind copy is okay. I have to double check on that because that's kind of skirting the open meeting all rules a little bit if you do it that way, but it's good practice.

Lisa Ehlenberger: I guess it would be more so just when I request IOC members if they have any agenda items that they would like to be added for the August agenda. I'm suspect it might be okay for me to have a draft and a report and state. This is what I have thus far. Are there any other areas that you would think need to be added to the annual report where they just reply to me only because they're all blind copied. That should be okay, right? Okay, and if you find out at differently, just let me know and I'll do it the other way.

Lawrence Allen: Thanks for the clarification. That is how you should do it

Lisa Ehlenberger: Thank you, Larry. So I think we lost some of our Integrated Health plans and AHCCCS individuals, but any updates from them.

Updates from DDD IOC Liasion

Morgan O'Hara: Yes, I do have a little bit of an update to continue on with the trend of presenting you guys with your incident report data for the month of June. The committee members were given a total of 706 incident reports in the shared drive. There were 7 opens in 639 closed. There were 40 questions submitted for the month of June as well. Then you guys also received an email with answers to questions from what is that April 23rd, May 9th and May 30th all in the month of June you got three of them. So there's also a copy of the responses in the shared drive if you may need to refer back to those or can't find that email. Then we did have our Statewide chairs meeting the other day, but we did schedule the next one for October 2nd at 5:30. If you wish to join just go ahead and reach out we can get that link sent. And then the next DDD public town hall meeting for members families and providers will be held Thursday August first from six to eight



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pm. as of right now, I don't think there's any presenter specifically on the agenda, but their agenda is posted to the website if you'd like to check that out. That is all of my updates for today.

Lisa Ehlenberger: Thank you Thanks for sharing the updates from them and then we have updates from the DDDi IOC Liaisons.

Lisa Ehlenberger: any updates

Morgan O'Hara: Sorry. That was my update for the Liaisons.

Lisa Ehlenberger: Okay.

Morgan O'Hara: I apologize. I went. health and just said that if they had it guys at any questions just I apologize.

Lisa Ehlenberger: No worries. I thought that sounded a little bit more within your realm. Any questions for Morgan and Michelle in regards to those updates? even

Jim Hamant: There was one with responses where it was sort of long. and I had asked I could not copy it to in a document so I could read it because it was so little for the Blind and so I was just wondering if you would go back to my email when I asked you to.

*Chat Message: Michelle Rademacher: Executive session link for the committee members and anyone the committee wants to be included
<https://meet.google.com/iwo-tdwx-wmj?authuser=0>*

01:40:00

Jim Hamant: Copy that. I think they repeated the paragraph a couple times so that

Jim Hamant: We could read it in a better format than that tiny little print.

Lisa Ehlenberger: Are you just saying for this meeting for today when we go into executive session or...

Jim Hamant: No. Morgan mentioned that they sent out the responses in May And when I read them.

Lisa Ehlenberger: in general?

Jim Hamant: one of them had this teeny tiny little Saying that must have been about ten lines long and I asked if they would cup I could not copy it because most probably was a PDF and I wanted to know if they could copy that and send it to me so I could read Better with my vision and that's why. If that was possible at this meeting if they could do it because I don't remember receiving the copy of that response that the team.



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Lisa Ehlenberger: Okay, do you think would it be possible for somebody to possibly motion make a motion for us to go into executive session and then that way I can pull that up and we can kind of peruse it together with an executive session and then that way we can also bring up some other comments and you can hear the responses and I can read them for today

Jim Hamant: Okay.

Motion and Vote

Lisa Ehlenberger: Does that work? Okay, can somebody make a motion to go into executive session?

Jim Hamant: Okay.

Jim Hamant: I make a motion we go into executive session.

Carolyn Willmer: And this is Carolyn I second.

Lisa Ehlenberger: Okay, all those in favor? Alright, okay, and then if you need to I believe it was already put into the chat the link for executive session. I know on my format I have an issue. I have to exit the meeting and then go into it. I can't just put this one on hold. So if you do have Joan has raised her hand.

Joan McQuade: I just wanted to find out if we need to be staying in the meeting until you return from executive session.

Lisa Ehlenberger: And thank you for asking. What are your thoughts? I don't think so. I think we've gotten a lot of information but if others would like Joan and other members of The CARES team to stay please speak up now.

Lisa Ehlenberger: Yeah, I would like James though and executive. Yes, Michelle.

Michelle Rademacher: also that was my next statement. I was gonna say please define who you would like in executive session.

Lisa Ehlenberger: Thank I'm James for sure and I don't know if Patricia was able to come on. Patricia from the chair for prc's Central She here today or still at a different. Okay,...

Morgan O'Hara: It doesn't look like she is joined yet.

Lisa Ehlenberger: and I think James can probably help with some of the questions I have that might be related to that and we do not have additional committee members that are here today to Decide whether they want to be voted in and so I think going into executive session and excusing the remainder of the team other than James. Is there anybody else that we'd like us executive session? And Larry, of course.

Jim Hamant: And Mary and Morgan's going to send me an email for the executive session.



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Lisa Ehlenberger: That would be great Thank you so much. Okay, so I think we already voted to go into executive session. So let's move him.

Executive Session started: 11:44 am

Executive Session ended: 12:10 pm

02:10:00

Lisa Ehlenberger: So we're back in regular session. We have Michael we have Carolyn. I think we need Eva. and then we can excuse ourselves, but I was hoping Eva would come in Eva not yet.

James Maio: and I made the referral to see no Lisa, so I made the referral director Loki.

Lisa Ehlenberger: You made what? awesome. Thank you so much. And then hopefully Eva will hop back in.

Lisa Ehlenberger: If we can't get Eva back in. how do we Yay, even you came back in and we are gonna be going to end this monthly IOC July meeting but I did have one thing more that I wanted to share that I forgot to share in regards to a Statewide is that 8ps basically shared with us because of a bill that went through. I believe it was the house bill 2764. They will have an APS registry which will begin in January of 2025. Which I think is great just means it's kind of similar to what they described as a sex offender registry. This would be an APS registry that providers and agencies can look into when they have an employee that's applying to cross-reference upon that registry and I think that's great progress in my opinion.

James Maio: Yeah That they actually have a current registry. The only thing is it's not available to Providers directly.

Lisa Ehlenberger: providers

James Maio: But when they do have their staff review every two years from OLCR they actually checked those employees against the aps registry as well. So it is going to make it a little easier to do pretty checks prior to...

Lisa Ehlenberger: Okay.

James Maio: but they are being checked by OLCR every two years. And they've had an APS registry for the 2020 years.

Lisa Ehlenberger: Got it.

James Maio: It's not just sex offenders though it is anybody who has had a substantiated case where for APS?



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Lisa Ehlenberger: Yeah, so the way they described it was they just said it would be similar to that type of registry...

James Maio: Yes, yeah.

Lisa Ehlenberger: where it would be to any substantiated abuse.

James Maio: And DCS actually has a registry that is already available to Providers and they have to check against that with new employees. So it'll be similar to the...

Lisa Ehlenberger: Okay, good to know. Thank you.

James Maio: what DCS does.

Lisa Ehlenberger: Okay, thank you so much everyone for attending today's meeting and if we don't have any more comments or questions then we just need a motion to end the District central July IOC meeting Do we have somebody to make a motion? Carolyn

Adjournment

Carolyn Willmer: This is Carolyn. I make a motion to end the meeting.

Lisa Ehlenberger: And now we need a second. Michael seconds and...

Michael Johnson: per second to Michael

Lisa Ehlenberger: all those in favor I any opposed.

Michael Johnson: I

Lisa Ehlenberger: No, so this meeting ends at 12:13. We did a lot better today on time. So let's try and keep it and continue that way. So thank you everyone and I'll see you next month. And in the meantime, we'll get those motions out and I'll start working on that annual report. Bye everyone.

James Maio: Everybody. Have a great day. Bye.

Michael Johnson: Thank you.

Lisa Ehlenberger: I see you later.

Lawrence Allen: Thank you everybody.

Meeting ended after 02:14:15 🙌



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For June's IRs, the Committee members have been given a total of **706** incident reports in the Shared Drive. This included open **67** and closed **639** reports.

Type	Open	Closed
Accidental Injury	3	120
Consumer missing	8	11
Deaths	2	2
Emergency Measures	2	22
Human Rights	5	3
Legal	1	0
Medication Errors	2	37
Neglect	18	31
Other Abuse	22	26
Other-Behavior	0	261
Other -Injury unknown	1	113
Physical Abuse	2	5
Property Damage	0	0
Suicide	1	8
TOTALS	67	639

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

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

Adjournment

Meeting adjourned at 12:10 PM

The next District Central IOC meeting will be held on August 30, 2024, at 10:00am in the same virtual format.