

**Arizona Department of Administration  
Arizona Department of Economic Security  
Division of Developmental Disabilities (DDD)  
Statewide Independent Oversight Committee (IOC) Chairs  
Meeting Minutes  
July 24, 2024 - 5:30 to 7:30pm**

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**Attendance**

Present:

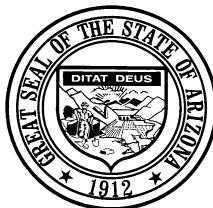
- **Lisa Ehlenberger** (District Central Committee Chairperson)
- **De Freedman** (District West Chairperson)(Facilitator)
- **Keith Jansen** (District South Chairperson)
- **Don Harrington** (District North Chairperson Pro Tem)
- **Teresa Brooks** (District East IOC Member)
- **Kin Counts** (DDAC Member; District East IOC Member)
- **Sarah Ruf** (DDPC Director of Communications)
- **Rachel Kundrat** (District South IOC Member)
- **Leah Gibbs** (DDD CARES Administrator)
- **Christina Hedges** (DDD CARES Member - OIFA Administrator)
- **Joan McQuade** (DDD CARES/Chief advocate)
- **Morgan O'Hara** (DDD IOC Liaison)
- **Michelle Rademacher** (Division of Developmental Disabilities (DDD IOC Liaison)
- **Fredereaka Graham** (AHCCCS IOC Manager)
- **Patricia Moodie-Brown** (APS Community Engagement Supervisor)
- **Anthony Spadaro** (APS Supervisor)
- **Praysia Bond** (APS Outreach Liaison)
- **Salina Moreno** (DCS Presenter)
- **Darren DaRonco** (DCS Presenter)

Public Attendance:

- None

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



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## **DDD Quarterly Statewide IOC Chairs Meeting (2024-07-24 17:32 GMT-7) - Transcript**

### **Attendees**

+1 480-\*\*\*-\*\*98, Anthony Spadaro, Christina Hedges, Darren DaRonco, Diedra Freedman, Don Harrington, Fredreaka Graham, Joan McQuade, Keith Jansen, Kin Counts, Leah Gibbs, Lisa Ehlenberger, Michelle Rademacher, Morgan O'Hara, Patricia Moodie-Brown, Patricia Moodie-Brown's Presentation, Praysia Bond, Rachel Kundrat, Salina Moreno, Salina Moreno's Presentation, Sarah Ruf, Teresa Brooks

### **CALL TO ORDER**

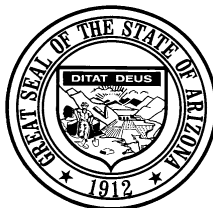
**Diedra Freedman:** Okay this session of the Independent Oversight. What do we call it, chairs quarterly meeting? Is now called to order. The date is July 24th, 2024; time is 5:32.

### **DISCLOSURES OF CONFLICTS OF INTEREST**

**Diedra Freedman:** I have to ask. Do we have anyone that has to disclose a conflict of interest and if there is, then the committee members needs to disclose why. Anybody have a conflict of interest? among the committee members. Yeah We're not going to be discussing anything that involves a specific member as far as I know. And even if we do, we don't have enough people for a quorum from any one IOC so we should be fine for the open meeting law. so

### **WELCOME AND INTRODUCTIONS**

**Diedra Freedman:** I'm looking at the notes. And it doesn't have it on my little cheat sheet, but I know that it's next that we all introduce ourselves. So I'm Deirdre Freedman. I am chair of DDD District West.



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**Diedra Freedman:** So let me go to Keith you were next. You want to introduce yourself?

*Keith Jansen: My name is Keith Jansen. I am the District chair for District South.*

**Diedra Freedman:** and Lisa

*Lisa Ehlenberger: Sure. Lisa Ehlenberger and I am chair for District Central.*

**Diedra Freedman:** Don

**Don Harrington:** Good evening. I'm *Don Harrington and I am* chair for District North.

**Diedra Freedman:** and Teresa

**Teresa Brooks:** Hi, I'm Teresa Brooks from District East.

**Diedra Freedman:** And hey, Kin, can you just introduce yourself? Because you are a representative on the DDAC.

**Kin Counts:** Good evening, everyone. Yeah. Yes. This is Kin Counts. I am an IOC member of District East and also a member of the Developmental Disabilities Advisory Council. Nice to be here. Thank you.

*Diedra Freedman: Okay, so Michelle if you wanna do me a favor and have everyone else introduce themselves? so I don't mess it up, that would be great. Thank you.*

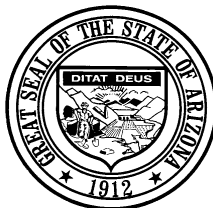
**Michelle Rademacher:** Sure, not a problem at all. Sarah Ruf, would you start us off, please?

*Sarah Ruf: Sure, just with a quick little update.*

**Michelle Rademacher:** just introduce yourself and why you're here.

*Sarah Ruf: Yes so I am here on behalf of the Arizona Developmental Disabilities Planning Council. This is actually my first time at one of these meetings so thank you for the opportunity. Usually my boss, Jon Meyers, represents the council. And yeah, just happy to be here representing folks across the lifespan who in this instance are DDD members.*

**Michelle Rademacher:** Thank you so much Sarah. Thanks for stepping in for John. Leah, would you mind going next please?



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*Leah Gibbs: Sure. Good evening everyone. I'm Leah Gibbs and I am the Bureau Chief for the DDD CARES Administration; Community, Advocacy, Resolution, Engagement and Support.*

**Michelle Rademacher:** Thank you. And then we have some individuals that will be presenting today. Would you just introduce yourself and let us know what your position is Patricia? You start that off, please.

**Patricia Moodie-Brown:** Good afternoon everyone and thank you, Michelle for the invite. My name is Patricia Moodie-Brown and I'm with the Division of Aging and Adult Services. And I will be presenting to you today as the community outreach liaison supervisor and I'll be presenting to you today on APS and with me is Anthony and Praysia and I let them introduce themselves.

**Michelle Rademacher:** Thank you.

**Anthony Spadaro:** A good evening everyone. My name is Anthony Spadaro. I'm a supervisor with Adult Protective Services. And, at one time, was an investigator that worked with DDD cases; and have helped out with the DDD units that we have. And also I was in the unit with Patricia, so I'm a friend. So she asked if I can come by and I said absolutely no problem.

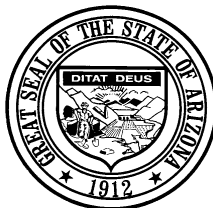
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**Praysia Bond:** Hello My name is Praysia. I'm a community outreach liaison with the Division of Aging Adult Services as well. And so I'm also just here to assist and help out Patricia.

**Michelle Rademacher:** Thank you guys, and then we have Salina. She's with the Department of Child Safety also here for a presentation.

**Salina Moreno:** My name is Salina Moreno. I am with the Department of Child Safety also known as DCS. We were also invited to present. So thank you and I am currently the Protective Services Review Team, which is also known as PSRT. My team is responsible for reviewing proposed substantiations of abuse and neglect which we will hear about in a bit and we'll receive the entries into the DCS Central Registry when findings are substantiated.

**Michelle Rademacher:** Thank you. And I believe Darren is a counterpart to you. Would that be correct?



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**Darren DaRonco:** Yeah, that's correct. Hi, I'm Darren DaRonco. I'm on DCS's Communications team members media. I'm just here in case anyone has any questions and provide some additional answers too. Glad to be here.

**Michelle Rademacher:** Thank you. And then just a couple more. Fredreaka.

**+1 480-\*\*\*-\*\*98:** Good evening, everyone. This is Fredreaka Graham with AHCCCS.

**Michelle Rademacher:** Thank you, Fredreaka. Joan.

*Joan McQuade: Good evening everybody. My name is Joan McQuade. I am a manager with the DDD CARES administration and I support Michelle and Morgan.*

**Michelle Rademacher:** Thank you Morgan.

**Morgan O'Hara:** Hello. Morgan O'Hara. DDD Independent Oversight Committee Liaison with the CARES administration.

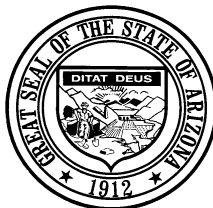
**Michelle Rademacher:** Thank you and my name is Michelle Rademacher. I'm with the Division of Developmental Disabilities. I'm an Independent Oversight Committee liaison and I am also with the CARES Administration. Is there anyone that I didn't call on? I do apologize if I missed you.

**Michelle Rademacher:** Okay, we're good to go De.

### **PUBLIC COMMENT**

**Diedra Freedman:** Okay, This is the call to the public. It's the time for the public to comment. Members of the committee may not discuss items that are not specifically identified on the agenda and comments are limited to three minutes per person. I don't think we have anybody from the general public here who wasn't invited, do we, Michelle?

**Michelle Rademacher:** I did not notice anyone.



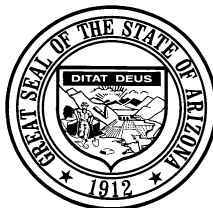
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**District Updates (Central, East, North, South, West) by Chair**

**Diedra Freedman:** Ready for our Agenda items. The first is the district updates, so since I'm chairing I'll go first. District West did not meet in June and we are not meeting in July. Our next meeting is the fourth Tuesday in August. I think it's like the 27th. I was just asking Michelle, because I get the death notices, whether or not she thought that we had a higher volume this July than we did last July. But I haven't seen anything that's questionable so I don't have any questions regarding the individual deaths, but we all did agree that our population is aging so that may be a contributing factor. District West, right now we have some questions that we asked DDD for answers to. We're waiting to hear. Actually, I asked some questions that I haven't had answers to and if I don't get answers, then at the August meeting, I will have our committee formally ask them. We'll go through ADOA and then we'll have to get answers to our questions. We're concerned. We've had Parents being told during their PCSP meetings, when they're done electronically online, that DDD forbids them from using an AI note taker. So I understand DDD is not allowed to use in AI note taker as per DDD policy or actually the State of Arizona policy for DDD employees, but I don't understand. How that covers members and their families, so we're wanting the answer and like I said if I don't get an official response to my question, then when we reconvene in August, we'll ask. We're also going to be concentrating this year on Behavioral Health and Crisis Intervention.

**00:10:19**

**Diedra Freedman:** Even though everybody's trying very hard to improve the system. The system is still inadequate. So we continue to have serious concerns. And as many of you know, District West really concentrates on policy because that's where we think that we can have the most effect. And our eight members are very policy oriented. We have three individuals who expressed interest in joining. I don't know how that's going to play out. But we're working with Richard and Micky. So hopefully we can get them to join and we can get them to stay. It's not so much the joining that's my main emphasis. My main emphasis is staying but I want to make sure in the next couple of years we have a full contingent of 15 because I don't know about the rest of you, but I would like to retire. And my husband has agreed to four years and then we're out. So unlike Lisa, who has no problem traveling the country and keeping up with the IOC, I'm just looking to retire. So speaking of Lisa. Do you want to give your update, Lisa now that I put you on the spot?



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**Lisa Ehlenberger:** Sure, I'm new to being a chair. So this is my second Statewide. I've been chair of District Central since January and I think that updates, we are in District central. We have one new member, so we're up to, I believe, five. We had six and once again, We are trying to focus on retention. Michelle and Morgan have really helped with this onboarding type of meeting.

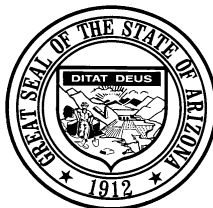
**Lisa Ehlenberger:** I think it's really was helpful with the last two new members that we had since February and then we had a third member that decided that it might be too much responsibility. It might take too much time. And I think some people are really worried about not doing the job of a volunteer for IOC committees well. And that's one of the things I'm trying to focus on when the new member has interest, is really guiding them that we do what we can, we all have lives and we all are volunteers. We are all volunteers, Etc. So that's kind of what I'm trying to help build District Central because we are very small right now. Another update is that we made a decision to not meet in November and December. So District Central, we'll just meet monthly, the fourth Fridays every month except November and December. And I'm still learning and so I'm just really trying to build this District Central Committee and I don't know what our focus is at this point. But really I think it's retention of volunteers and working together and really looking at, very interested in the APS and DCS and the substantiated versus unsubstantiated, Etc and seeing And hearing how maybe we can further support the members and how we advocate so as things come up. That's it. Thank you.

**Diedra Freedman:** Hey Keith. Do you have an update for us?

**Keith Jansen:** Yes, ma'am. Next month at our meeting, we're going to have three people that want to join. It will make making Quorum much easier because right now we only have four people. so Looking forward to that. Finished our annual report, it's all written up and stuff. We are totally caught up on incident report filing; our basket is empty right now for a couple days anyway then it'll constantly be refilled come compliments of Michelle there.

**00:15:00**

**Keith Jansen:** Just doing all we can to support the people in our district. Went to several community events and handed out business cards and some other information about state Individuals and since then I've received several calls Where people were, because they saw me they wanted to talk to somebody they saw, not a face in the distance, so they knew they had somebody, if nothing else, direct them in the right direction because they were running into brick walls. And to me that's another big part of our job.



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**Keith Jansen:** I know we have the people that are in the system, but If you've got guardians and stuff like that feel like they're running into brick walls, it makes it easier for them. So if we can make it easier.

**Diedra Freedman:** So Keith, these people were not talking about IOC recruitment, they were talking about other issues they were having with DDD, is that correct? Okay, so Micky, I just want to make it clear, Micky and Richard are out there pounding the pavement and from what I see they're doing a good job, but I just want to make...

*Keith Jansen: I'm not saying they are not.*

**Diedra Freedman:** right right

*Keith Jansen: You gotta remember, we're kinda very remote out here.*

**Diedra Freedman:** Uh-huh.

*Keith Jansen: We have one person in Sierra Vista, one person in Tucson, and one person in Yuma.*

**Diedra Freedman:** Okay.

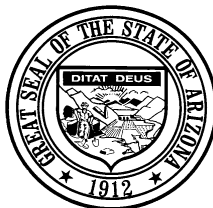
*Keith Jansen: So we are very spread out. So even if you start with the community letting them know, "hey we're here and this is what we can do." Then maybe interest builds. I'm glad I was able to do that down here. That's it with south district.*

**Diedra Freedman:** Hey, Don, what's going on up north?

**Don Harrington:** We're a little bit like Keith in the sense that we'll get two new members and lose one and then two new members and lose one. But right now we have three members, potential four in our August session. And it feels good to spread that work around so not just one person is doing it. But no, we're doing good. We've been having great monthly meetings lately and now with a lot of participants. And so we're doing okay.

**Diedra Freedman:** Hey Teresa, what's going on in District East?





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*Teresa Brooks: I echo what most of you have been saying. We lost, I don't know. Earlier this year, we lost two members and I think we got another new member. Correct me if I'm wrong, Michelle. We were having a difficult time making quorum for a while. It was like last minute stuff. So, We had talked about retention and how that could happen and my feeling was, just based on my experience, I've been in for just over two years and I feel like the first year, especially at first, I was just flailing.*

*Teresa Brooks: I felt like I did not know what I was doing and it took me awhile to get it, you know, familiar with what I was doing. Sometimes, I still feel like I don't know what I am doing. I feel like there was a need for more training so that I was confident in what I was doing. But other than that, I don't have anything else to report from our district.*

**Diedra Freedman:** Okay, That's all five of us. And we have our Department of Child Services presentation that Salina is going to do for us. Salina the floor is yours.

Chat Message: Diedra Freedman: Diedra (De) Freedman, Diedra.Freedman@gmail.com, 623-341-7085 - you are welcome to call me if you have any questions since I seem to be the IOC member with the most seniority, for whatever that is worth...:)

**Department of Child Services, DCS, Presentation**

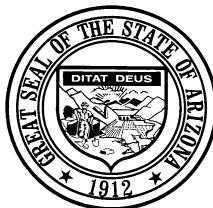
**Salina Moreno:** Allright. Thank you. I'm going to present my screen. I see the option here.

**Salina Moreno:** So as I mentioned I am the manager of what we call our Protective Services Review Team. Tell me when it's presenting.

00:20:00

**Salina Moreno:** There we go. Is it there?

**Salina Moreno:** Okay, So I am the manager of the Protective Services Review Team, also known as PSRT within DCS. I oversee a team of reviewers that review all proposed findings of abuse and neglect that an investigation team has completed. So I'm going to give a quick overview on how it gets to us. The department receives the hotline report. So somebody calls our hotline. Obviously, it can be anybody out in the community. It could be mandated reporters like police, schools, it can be family members. We receive the hotline report and then it's determined if it will be taken as a report, obviously.



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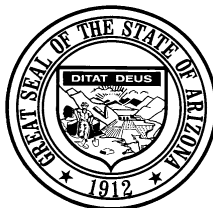
**Salina Moreno:** Once the report is taken then it's assigned to a field office, so a unit in that zip code. And the field will complete what's called an investigation. They will follow all their protocol regarding the investigation. And there's two different paths that an investigation can go. An investigation could involve. There's a few paths...

**Salina Moreno:** But when it comes to findings, the investigation can be closed with no abuse or neglect found; or it can be closed or remain open for different reasons, but there could be abuse and neglect found. When it comes to finding types. There's different types. There's findings that may become substantiated that will involve the children being removed from the home which is called a dependency finding.

**Salina Moreno:** ...And then there's findings that don't involve the children being removed from the home, but we found that abuse or neglect did occur and that's what I'll go into a little bit more. If findings are unsubstantiated, that means, at that time, it doesn't come over to my team because they're automatically unsubstantiated at that level because of no abuse or neglect found. There are times that it can get to my team and become unsubstantiated for various reasons involving the court as well, but you'll find out that the court or will determine when someone substantiated it ends up on the registry when there's Court involvement. So that's a quick overview. I see Lisa raise your hand.

**Lisa Ehlenberger:** I'll wait to continue. You may cover my question in your next session.

**Salina Moreno:** Sure, I will get started. So the quick slideshow. So overview of PSRT. I just gave you a little bit of it. So PSRT reviews all proposed findings. So there's always, people sometimes will misinterpret it. It doesn't become substantiated. Initially. It doesn't become substantiated until it goes through the process. So when the field completes their investigation, it's in a proposed status. Then my team will become involved and review those findings. We review to ensure that all the statutory elements were followed, that we have enough information and all kinds of things that we don't have the time to talk about today. But we do that review. It is in policy that we conduct these administrative reviews. Also PSRT exists because of the Federal CAPTA Act. We have to exist, we have to provide alleged perpetrators is what they're called or parents, parents guardians or custodians of the abused and neglected. so go ahead Lisa.



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**Lisa Ehlenberger:** So yeah, I am gonna just ask my question here because I'm just really curious about this. When it comes to the investigations. What is the training and background of the investigators when it involves DDD members? How are... how are they investigators different? What type of different training do they have in regards to working with, communicating with individuals and children with developmental disabilities?

**Salina Moreno:** I don't oversee training. So I think that'd be a specific question for investigations in training, Darren.

**Darren DaRonco:** Yeah, I'm not terribly sure in a different second look that up and get back to you. But you talked about when we do an investigation for a DDD home and the kids already in care or versus a call from the general public and a kid's not in our care?

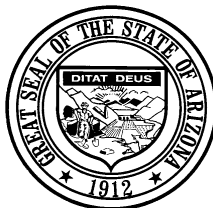
**Lisa Ehlenberger:** A call from the public, call could be a mandated reporter.

**Lisa Ehlenberger:** It could be any potential abuse report that then it will go to your review team and then assuming before they determine substantiation or Etc. It's going to go to an investigator and...

00:25:00

**Lisa Ehlenberger:** Let's say the child in question is a DDD member. So they have a developmental disability. They're in maybe a family home or Somewhere and so how are those investigators for DCS trained in investigating alleged abuse with DDD members that are children, because they're communication is different and there's so many facets and variables that make a DDD child member different than communicating with a five year old child who is within typical or average range of functioning.

**Don Harrington:** I think that I can help you out with this a little bit in the sense that I spent seven years as a CPS inspector for Northern Arizona, the last two in high-profile cases. When I received a report of abuse or neglect involving a DDD member or a child with DDD issues. They would be one of my first interviews, the children. So I would see him at school or see him at their program and I would ascertain through there what their capabilities are and how they express themselves. How do they exist within the family Dynamic? a lot of those questions and some of that training came from the core training.



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**Don Harrington:** When I went it was, I believe, 12 weeks long or something like that. So there's more time to Deal into that issue when it comes to investigating cases and how each case is their own individual dynamic. The cases that I investigated with DDD kids.

**Don Harrington:** It was you had to see the kids for yourself without the influence of the family. You had to see the other kids and how they would care for their sibling. Then you would have to interview the parents alone so they could be more forthcoming in that issue. and if there was alleged abuse or neglect then it was no different than anything else. I mean you would have to find a qualified Foster Family, a CDH or somebody, a family relative or friend that was aware of the child's disabilities and who had a personal relationship with the child to ask for potential placement.

**Lisa Ehlenberger:** Okay.

**Don Harrington:** So there's a lot of issues that you have to consider that are separate than from just, I don't want to say it, from your average case, but you have to take the child independent of the other children to assess and...

**Lisa Ehlenberger:** Of course. So you remember training is what I'm hearing you say Don.

**Don Harrington:** yeah.

**Lisa Ehlenberger:** So Salina or Darren, are there current trainings for the investigators in that investigation unit and maybe that is something you guys can get back to us on because I'm assuming your training was years ago, correct? Okay,...

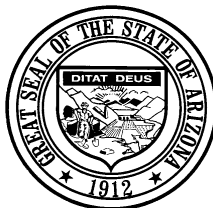
**Don Harrington:** 2010, yes.

**Lisa Ehlenberger:** So I'm just curious as to...

**Darren DaRonco:** All right.

**Lisa Ehlenberger:** what type of, how the investigators are trained in and working with individuals with differing abilities. And more specifically DDD members of course, but I believe somebody else has their hand up.

**Salina Moreno:** I think it was Teresa.



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**Teresa Brooks:** Yes, Lisa. I was just going to piggyback off of your question and say let's not not just have it be about children, but all members with disabilities, especially those who are nonverbal and my son is on an 18 month old level even though he's 25 years old. So I just wanted to add that comment to your question.

**Lisa Ehlenberger:** Absolutely, and I think that some hence APS is here as well. so

**Salina Moreno:** Good question. I think Darren can get back with the exact training that the investigators are currently going through. Obviously my presentation isn't geared around investigations. It's more around substantiations, how people become substantiated and what the process is. As far as the specifics though, I mean each investigation is different, obviously every case is different even within DDD cases, medically fragile cases, but they are definitely taken into consideration when a child is nonverbal or...

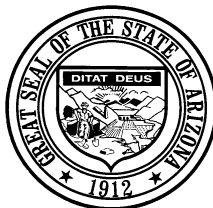
**Darren DaRonco:** right

00:30:00

**Salina Moreno:** A child is more vulnerable because of their disabilities. Obviously, they're a 15 year with disabilities versus a 15 year old without disabilities. There's different thresholds of levels of neglect and abuse that can occur within an investigation, but I just don't have the specifics of the training here.

**Darren DaRonco:** Yeah Don provided an accurate overview, but there's been a lot of changes since 2010. I know they're always changing training all the time. I'm not privy to because I work with the comms team with the meeting. I mean, I know they're starting to work on you must start looking at different ways that they approach when there's a call with a child with autism for instance. I just don't know what the specific are over the past several years and they change it quite frequently to A meet the needs of the fields and what we encounter so I can definitely find someone, we can bring someone to another meeting too that would certainly have much more knowledge on what you're looking for as far as trainings in those areas Lisa.

**Lisa Ehlenberger:** Thank you. Yeah, I would like that.



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**Diedra Freedman:** So Salina, I have a question for you. I'm just going to disclose my background experience for you. So you understand where I'm coming from. Obviously, I'm very familiar with what you're presenting and I really don't need a refresher. I spent a decade as a family court attorney, even though it was in central New York, Child Protective Services is Child Protective Services. And even though it was 30 years ago, things haven't changed that much.

**Diedra Freedman:** But my question for you, we had an incident in 2023. I'm not going to disclose any personal information. So there's no problem with HIPAA here, but we had an individual who was a DDD member, Was a teenager, eloped from a DCS group home, DDD was not informed. He eloped in January, DDD didn't find out until May. And he died a few days after he left in January. So when the body was finally identified in May that's when DDD was informed that a DDD member had not only elope but was also deceased. What have we done in the last year and a half to improve the communication between CPS and DDD so that doesn't ever happen again? I understand, you can't stop teenagers from eloping a DCS group homes, but you certainly can inform DDD immediately when it happens and not wait five months to inform them that not only has it happened, but the individual is dead. If we. Have we made any progress on that in the last year and a half?

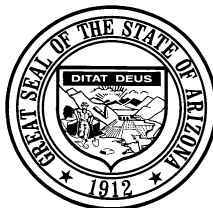
**Salina Moreno:** I would like to say yeah, if that's a specific case and a high profile case, it sounds like; but that would require someone else to answer that. I don't believe that my presentation and my role is someone that would be able to answer that fully honestly because I'm not in that position. So I think we're needing some other type of contact from DCS to address that question.

**Diedra Freedman:** So I'm going to ask the rest of the Committee members, do we need to go through this presentation that Salina has for us or can she just email it to us as a refresher and we can move on to our next presentation?

**Diedra Freedman:** Anybody have any thoughts on that, Lisa?

**Lisa Ehlenberger:** I'm in agreement to having her email us the presentation and moving on because I also have some questions in regards, similar to you, Diedra, with DDD members and DCS group homes in general and...I think that would be

**Salina Moreno:** All right. Are you able, Lisa, to give us more context of what you're looking for? Because we were, I don't think provided that.



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**Lisa Ehlenberger:** I think Diedra mentioned the question about the DDD members and DCS group homes. The communication between DCS and DDD. And then the investigations and how the investigations really differentiate when the alleged abuse is a DDD member or a child with a developmental disability. That was my thoughts, but I know that there's some other people that have their hand raised so they might have other thoughts.

**Diedra Freedman:** Hey Keith.

**Keith Jansen:** Yes, I was thinking at our next meeting. If there could actually be a person who goes out there and does the investigations. Then they would be able to give us, answer the questions that we're asking. I had one question for you, though. Is there a liaison between...

00:35:00

**Keith Jansen:** ...your department and DDD or DES?

**Salina Moreno:** I believe there are Liaisons between, that again is at the field level.

**Salina Moreno:** I remember there were Liaisons that work with an office and sometimes that was back when we were with DES. But I remember there's contacts, people that we do speak to directly through DDD.

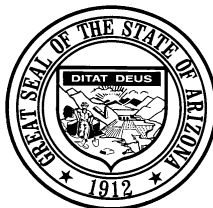
**Diedra Freedman:** hey Salina, I

**Salina Moreno:** But again that would be information that we get somebody else on the line to give the specifics.

**Diedra Freedman:** I can answer that question for you, Billy Henderson works for DCS. He is the DDD liaison for DCS. and Jeffrey Yamamoto is part of the CARES team at DDD. And he is the DDD liaison with DCS.

**Salina Moreno:** Okay.

**Keith Jansen:** Thank you.



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**Diedra Freedman:** Teresa Do you have anything that you?

**Teresa Brooks:** I'm good with just having the presentation email to me as well.

**Diedra Freedman:** Don.

**Don Harrington:** I think To answer Lisa's questions, where she was going with that, I think is to have a supervisor from core training. That would be where she'd get the answers to the questions. I think she's looking for.

**Diedra Freedman:** Okay.

**Lisa Ehlenberger:** And also, maybe Hansen and Jeffrey Yamamoto,...

**Diedra Freedman:** Henderson

**Lisa Ehlenberger:** and I'm from Henderson thank you.

**Don Harrington:** Yeah.

**Lisa Ehlenberger:** I couldn't read my own writing. I don't have my glasses and...

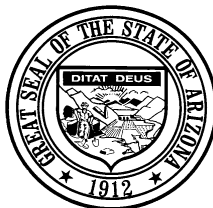
**Diedra Freedman:** Okay, Lisa.

**Lisa Ehlenberger:** I can't find them.

**Diedra Freedman:** Salina, I thank you very much that you and Darren Took time out on this Wednesday to join us. We really appreciate it. Our next meeting Is the next quarter? So it'll be sometime in October.

**Darren DaRonco:** So just real quick, if you guys could, Michelle has my email. If you could get what, the areas that you want someone to speak upon you guys email it to me and I can find those people for your next meeting preferably. I apologize for us not knowing. Someone told us. We just thought that someone told me to come here to update on the PSRT process. And so my apologies that we didn't have the answers you were looking for, but we can certainly find the folks that can answer your questions.





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**Lisa Ehlenberger:** No worries, and thank you so much. I mean we really do appreciate both of you being here. And I think part of it is just bringing up the conversation of what Salina began to present helped to develop additional questions that maybe myself and other IOC members might have.

**Diedra Freedman:** And Darren just so that you are aware, Michelle can send you the transcript from our questions so that you have them. And I can tell you we're also going to want to know. There was an abuse and neglect task force in 2019, and we're going to want to know how those recommendations from the task force have actually been implemented and what differences that you're seeing now and 2019 would improvements have been made.

**Darren DaRonco:** *Okay, so you want an update basically on what the Abuse and Neglect taskforce, what recommendations and how that impacted our policy and practices in essence?*

**Diedra Freedman:** and your cooperation with DDD, your inner agency cooperation. We actually want to know about the implementation. And, Selina, if you could send Michelle that PowerPoint, she'll share it with all of us. We really appreciate your time.

**Lisa Ehlenberger:** Thank you.

**Keith Jansen:** Your time is grateful. We're grateful for it.

### **Adult Protective Services, APS, Presentation**

**Diedra Freedman:** So are we ready for the Adult Protective Services Presentation. That would be

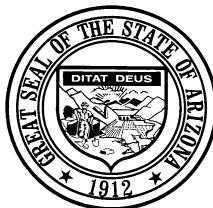
**Keith Jansen:** Patricia

**Diedra Freedman:** Patricia Moodie Brown

**Patricia Moodie-Brown:** I am here. You guys are tough crowds. So hopefully I can fill that space for you guys today. so

**Diedra Freedman:** Hey Patricia, just so that you know about us, most of us have children in the system. I don't anymore because my son passed away in 2021, but everybody else either has.

**Patricia Moodie-Brown:** sorry.



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**Diedra Freedman:** a child or a loved one that they're responsible for in the system. And so we don't play around. We're here for a specific reason. Two hours on a Wednesday night is a lot for us. We're very busy people with very busy schedules. And we appreciate that you are too. But yeah, we ask hard questions. We're polite and if we were meeting in person, I would have brought cookies, but we want answers in accountability. We're very serious about protecting DDD members, so I, not to put a ton of bricks on your shoulders, but the floor is yours. Thanks.

**00:40:00**

**Patricia Moodie-Brown:** Diedra, And I'm thank you for giving me that context because that helps and my condolences to you and whatever I can do tonight to support what you're looking for and I'll try my very best. I'm pretty sure, based on the conversation that we just had, that you guys have a background of what APS does right, everybody in this group. And we take reports for adults over 18 that are vulnerable. Is everybody on board with that? Just not your head. Yes.

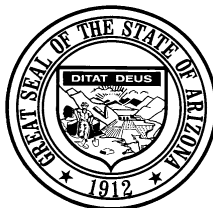
**Diedra Freedman:** Yeah, everybody is familiar with the APS process.

**Patricia Moodie-Brown:** Okay, so I'm just gonna go right to it. So we do reports for maltreatment and that includes abuse, sexual abuse, and emotional abuse; which emotional abuse, we just started investigated that last year September and so these are the maltreatment that we take reports on and investigate.

**Patricia Moodie-Brown:** So once you recognize that there's something there's neglect or some abuse and you want to report that right. We ask that you have the name, date of birth and all the items that are listed here and I know you're saying, So as far as a DDD member, how is that different from a regular other person? There is not much difference to be honest with you, apart from the fact that there's a guardian and that we have to before we go out and investigate. It is customary that we call the guardian first before we talk to the DDD member. So those are some of the things that's a little bit different from what I'm. go ahead.

*Diedra Freedman: Yeah, what do you do when the suspected neglect, abuse or exploitation may be done by the guardian?*

**Patricia Moodie-Brown:** Anthony do you want to answer that one?



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**Anthony Spadaro:** Yeah, so in any time each of that we get a case. I wanted to kind of mention this too. Anytime that we get a DDD case. We actually have a DDD unit that just works with DDD. So you unit 108 and...they're the East Valley, West Valley and Central Phoenix. I can let you guys know they're working on getting another unit. So we're gonna have two DDD units...because we get a lot of volume with DDD cases. Anytime we get a DDD case. We always cross report that case to DDD, usually asking for a planning document Or ISP. We ask for an IR, DTA address, and guardianship information. And yes, there have been times that potentially with DDD cases at a guardian was involved and they were What's called the alleged perpetrator, which is the AP and if during the investigation and the facts lie, and it's confirmed that would be substantiated, that Guardian with them to be put on the registry the APS Registry so if that's kind of what you guys are asking but yeah be like all our cases but the DDD specific, if it is a guardian and there were some maltreatment by the guardian and we did our investigation and we found that there was a legit concern and this actually occurred, then that would be substantiated. It would go to the AG's office, potentially go to court and then if they found that occurred they would be put on the registry. Yeah.

**Patricia Moodie-Brown:** And all and...also we do report on that case would also be reported to law enforcement as well. Go ahead.

Chat Message: Rachel Kundrat: This ddd unit is state wide?

*Lisa Ehlenberger: Somebody has put a question in the chat. Does this DDD unit cover statewide?*

**Patricia Moodie-Brown:** They have different. So for, just from our Maricopa, right, We have two supervisors and... eight DDD staff and they're currently hiring for more and it's gonna be in Phoenix Chandler and Show Low, Cholla office and Apache Junction, but yes there they do Statewide.

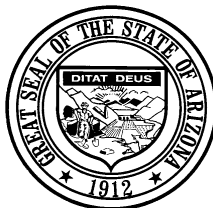
**Lisa Ehlenberger:** Okay, and then what happens on my question was actually just...what is the process of the difference when an individual DDD member is their own Guardian?

00:45:00

**Anthony Spadaro:** Yeah, so the question was if the DDD member was their own Guardian?

**Lisa Ehlenberger:** If the DDD member is their own Guardian, yes.

**Anthony Spadaro:** Is their own Guardian.



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**Anthony Spadaro:** Okay, if that's the case and that could happen at times. Sometimes they act as their own Guardian. It depends on every case that we have. We're gonna have a reporting Source,... That's gonna be the person that reports the case. You're gonna have the client. Let's say that he was the client or... she; and then the AP whomever the AP may be, whatever the allegation may be, whether it's neglect, it's abuse so...

**Lisa Ehlenberger:** Got it.

**Anthony Spadaro:** But yeah, they definitely could be their own Guardian. Also too, one little side note about the guardian. We do have to inform the guardian at the beginning of the case that there is a case. We also have to inform the guardian at the end of the case that we are closing the case that potentially we didn't find any wrongdoing and we would end up be closing the case, but

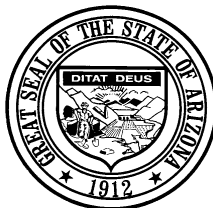
**Lisa Ehlenberger:** Okay, and so everything and everything else is similar, I mean, you're still gonna get the planning document, the behavior treatment plan, the IRS and full background. Okay and a question and I know DCS is not here to answer this, but how come DCS does not have a DDD unit?

**Anthony Spadaro:** *That I do not know. I will tell you one other thing too about DDD, when I was an investigator, you work pretty closely with the Support Coordinator. I have a case that I am working. Working with the Support Coordinator, they can give you updates where we couldn't find where this client moved and they helped me and my investigator.*

**Diedra Freedman:** Lisa I'm just gonna give you my supposition as to why APS has a DDD unit and DCS doesn't. It could be because both APS and DDD are under the DES and that may be why there's better interagency cooperation. It's just my guess, but I'm glad to hear that there is

**Lisa Ehlenberger:** Me too.

**Patricia Moodie-Brown:** I wanted to add something as well. So Diedra you were asking about a task force and I think, I don't know if you were referring to the incident that happened back in 2019 at the Hacienda where there was a task force developed. and so with APS doing community outreach, that was part of the task force, that was something that they requested. so my job came out of that task force. So one of the things that I do is to go around the entire State of Arizona and do a presentation, and talk about neglect, abuse statutes, how to recognize it and how to report it and the whole, who do we cross report to, that kind of thing. What they are investigating. So people can be aware...



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**Patricia Moodie-Brown:** So the goal, we can't stop neglect or abuse, right, but what we can do, we can educate folks on how to recognize it and once they recognize it and that's how they started last year's WEAD conference as well. Back in June of last year, the governor started that Speak of AZ campaign...where they said, "See something, Say something. It's your responsibility." So I just wanted to just kind of tag on that as far as the task force and... what's going on and I can tell you, as far as my outreach is concerned. I've reached over 4,000 people from last year June to July of this year and I've gone to over 130-40 events. In addition to that, We also have mandated reporter training that you can do it online and it's free of charge and the nice thing about it is that it's in English and it's in Spanish. Once that's completed. Sorry, I'll tell them it once that's completed. They'll get a certificate to test their skills. And so I can put that in the chat. Praysia, Can you put that in the chat for me? And I mean, this is a great tool and you can share with anyone. And as far as WEAD, it's World Elder Abuse Awareness Day. We had Conference in June. So that's what that means. Every year. It's celebrated in June and it's to recognize neglect and abuse. And that kind of thing, elder abuse.

**Chat Message:** Praysia Bond: World Elder Abuse Awareness Day (WEAD)

**Chat Message:** Praysia Bond: This is the link to access the course which is available in both English and Spanish: Here are the links:  
<https://des.az.gov/sites/default/files/MandatedReporterCBTV3/index.html> (English version)  
<https://des.az.gov/sites/default/files/SpanishMandatedReporterCBTFINAL/index.html>  
(Spanish Version)

**Patricia Moodie-Brown:** I'm sorry. Kin, you raised your hand.

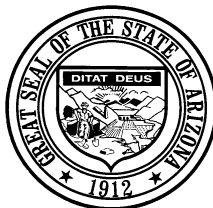
**Kin Counts:** That's fine. So my question is when DDD members involved with the APS.

**Patricia Moodie-Brown:** We can't hear you.

**Kin Counts:** Can you hear me now?

**Patricia Moodie-Brown:** Yes.

**Kin Counts:** Okay, so when DDD members is involved with the APS, So how does, because I realized that once the case is being brought to APS the DDD..



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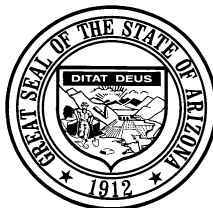
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**Kin Counts:** Do you coordinate and find how to provide better care for the members...because it seems like when we do IRs, every time we are just looking at once it's APS, DDD is not involved anymore. Is that it's the case? I mean should they all come together and say okay. This is what happened and how can we provide better care for our members?

**Anthony Spadaro:** Are you saying when a case is currently ongoing, correct? And you're saying that communication between the APS investigator along with a DDD support coordinator, like a team member, you guys have the meetings right typically like a monthly or every three months, right? The thing about APS, and you guys probably know, is we are temporary right? So once we close the case and we're gonna be out. But while the case is ongoing. Yeah, I think that it's a good idea to communicate. I was always like that with the investigator when I was an investigator. I always wanted to communicate with the support Coordinator... because, quite frankly, they're gonna know more about the client. And then moving forward, maybe, like you're saying, that we can prevent this from happening. A lot of times. We sometimes get the cases guys, and I know it's funny because we were talking about that today. We had a case for another unit. But with the ratio thing, that's something that we can't really do much with. So if it's like, all they're out of ratio, they didn't have enough support there at the time. Now if something occurred and someone got injured and they didn't have enough supports working there or team members working, that could be. But sometimes we get the cases they're out of ratio and things like that. We also get cases guys. I'm sure you heard of this before, the overnight staff was sleeping. All right, so-and-so called and said the overnight staff was sleeping and that potentially could be a risk. But in terms of your question, we should communicate with you. Definitely. I think that at the end of the day, we're all team members. We're all in DES right and we want what's best for the client and as do you guys too. So absolutely, communication I think is critical for any of the cases. But once the case is open. I think if you guys wanted to invite an APS investigator to a meeting or just wanted to roll some things off the APS investigator and vice versa, communication is helpful.

**Patricia Moodie-Brown:** And I wanted to add to that too. When I was an investigator, I worked with Support Coordinators to come up with a care plan. I think that's where that partnership comes in as well, to make sure that client's safe. As part of APS closing that case, they should have a care plan.

**Anthony Spadaro:** So There's the case plan for every case that we do as that's an investigation.



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**Kin Counts:** Thank you.

**Diedra Freedman:** Hey Teresa.

**Patricia Moodie-Brown:** Did that answer your question, Kin?

**Teresa Brooks:** I think I understand what Kin is saying in that when I read incident reports, at times one of my questions are, was APS or CPS involved? and then it kind of ends there. We never find out, whatever happened on that end. So all we know is that one of those two agencies were or were not involved. So it would be nice to actually know what the end result was there.

**Patricia Moodie-Brown:** And Anthony, aren't we sending out letters now when the case is closed is that part of the procedure now,...

**Anthony Spadaro:** Yeah, yeah, absolutely. So yeah Teresa, if the reporting source, so let's say it was DDD like it was a support coordinator or someone and I know a lot of times in DDD, sometimes we have folks that look at the IRs and we have their names like Nancy Torres. I remember so she'll put in a lot of cases, and if they're a reporting source, they will get a closure letter. The client will get a closure letter potentially being a DDD member, and then also the AP will get a letter as well. So they should be getting a closure letter. Now, in terms of a support coordinator if they weren't like the reporting Source, they might not get a letter, but in terms of if they were the reporting source, they should be getting a letter from APS.

**Teresa Brooks:** But I don't think on our end as far as the incident report. It's not listed on there. It's not held open for us to even see that. That's a DDD issue not necessarily on your end.

**Diedra Freedman:** So Teresa, and I see that Lisa's got her hand raised too, just like in our individuals IOC meetings, we can request things from DDD. Do you want to request that?

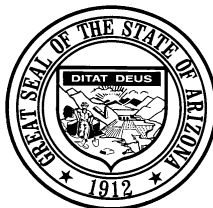
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**Diedra Freedman:** DDD include in their incident reporting, that APS and DCS findings on DDD members who have that involvement that it be disclosed to the IOC with our IRs?

**Teresa Brooks:** I think I do. Yeah.

**Lisa Ehlenberger:** Absolutely.

**Diedra Freedman:** Okay, So I need one of you to make a motion and your motion



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Lisa Ehlenberger: this is ...

Michelle Rademacher: no, you can't

Lisa Ehlenberger: go ahead.

*Michelle Rademacher: You can't vote and make a motion. I'm so sorry. This isn't an official committee but you can take this back to your committee and make these suggestions and report back. In this meeting you can't, you don't have a quorum of any committee.*

Diedra Freedman: Okay.

Lisa Ehlenberger: But Michelle

Diedra Freedman: Okay, so what we'll do guys procedurally. Teresa if you can send us all an email with exactly what you want. I can promise you in August, DDD District West, we'll consider what you want. And we'll vote on it. And I can tell you just because I know my other fellow committee members, even though everybody thinks I control the committee, if they knew my committee. They would know I control nothing, but They're minded people who are worried about DDD members. I can tell you we will be submitting that request. So I can't speak for Keith and Lisa and Don but I can speak for District West.

Teresa Brooks: I will do that. I'll send an email.

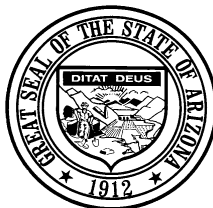
Patricia Moodie-Brown: Hey, Paraysia, may you put in Eric's? Thank you. So I am putting Eric Erickson is APS supervisor and he's responsible for most of district one. So in the Phoenix area, so you can always reach out to him. He deals directly with DDD cases and he would be your contact at APS. I wanted to put his information in the chat for you.

Chat Message: Praysia Bond: Eric Erickson - APS Supervisor [eerickson@azdes.gov](mailto:eerickson@azdes.gov)

Anthony Spadaro: Also Teresa just to let you know for any APS case that we have, you can always request records from the APS case and I can give you guys that address if you want. It's a [APSrecordrequest@azdes.gov](mailto:APSrecordrequest@azdes.gov) and that goes for any case, that goes for the public they can always get records. So if you guys have questions about something about a specific case or something and they were not the reporting Source, you didn't get the closure letter, but you can and it'll give you all the notes that we have all the stuff that was uploaded into the case and all that. So if that's helpful.

Diedra Freedman: Okay, It was Lisa then Kin because Lisa had her hand up earlier.





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**Lisa Ehlenberger:** Go to Kin first, please.

**Diedra Freedman:** Okay, Kin.

**Kin Counts:** Okay, so yes, I think that's a great idea because I ever brought up this issue during our district East IOC meeting and I was told that once the case goes to APS, DDD is no longer involved. That's why I was like no, it's from one of the DDD personnel. And so that's why I brought this. I was shocked. It's like so there's nothing we could do. I was told because if we did APS This is done. So yeah,...

**Diedra Freedman:** One of the nice things when we make requests of DDD. We're actually making the request to ADOA. And then they make sure that we get an answer from DDD. Now whether DDD follows Our advice or not. We have no power to make them follow our advice, but we can put it on the record. And as I've been reminded, legislators read our annual reports, so for whatever, that's worth.

**Michelle Rademacher:** So I did want to clarify off of what Kin was just mentioning the information in DD investigations from the quality team. What I understand they were saying is once the APS has done their investigation, DDD does their investigation separately for the incident itself. However, what you're learning today is, that doesn't mean there's no further support or collaboration between APS and DCS with our individuals. It just goes to another team within DDD, the support coordination and the planning team works together with APS.

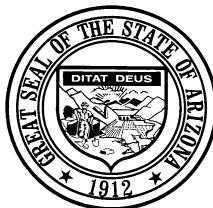
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**Diedra Freedman:** Hey Lisa.

**Lisa Ehlenberger:** Okay, so my question is, from what I'm understanding and hearing from Anthony, is that even the public can request records on particular cases. However our IRs are redacted in a way where I mean, I guess I'm having a difficult time forming this question and I'm just curious as to why we can't get that information in the IRs through the quality team and do DDD in the IRs if the public can receive those records?

**Diedra Freedman:** Sounds like a question we need to ask DDD and I'm sure District Central will be joining Eastern District West and...

**Lisa Ehlenberger:** Absolutely.



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**Diedra Freedman:** asking questions. Lisa if you want to do me a favor, when you get Teresa's email. If you can add what you guys are concerned about In District Central and...

**Lisa Ehlenberger:** Sure.

**Diedra Freedman:** I'll look it over and if I have any additional comments, I'll add them since we don't have a quorum, we can all talk among one another, we don't have to follow the open meeting laws. So we'll get that done. And then next month it sounds like all of us can go to our meetings and see what our committees want to do. Hey, Keith.

**Keith Jansen:** Yes, Mrs Brown, question, I heard you mentioned the different types of abuse. What I was wondering is I didn't hear one that I see quite a lot. Is financial abuse.

**Patricia Moodie-Brown:** Actually, I do have that on my presentation. What I was just trying to do, kind of clue in more and if I could just share this quick page that I can show you that we do have that as well and about scams. We talk about Medicare fraud. There is a lot of

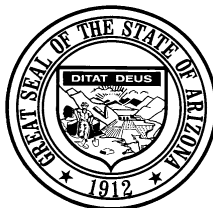
**Patricia Moodie-Brown:** Yeah, I have it in this slide. I have sexual abuse, financial exploitation right here. So we talk about financial exploitation and scams. We talk about the Medicare fraud where they're ordering stuff and get the Medicare card in order like DME products, putting stuff on the bills. They're getting calls from the doctor's office. So, this presentation if you guys have time on a different Forum, I'd love to present to your team and just give you a background about APS and give you the full few, what tonight you guys had specific questions. So I stayed within that lane. That make sense?

**Diedra Freedman:** yeah, if you could provide your PowerPoint to Michelle's she'll share it with us and...

**Patricia Moodie-Brown:** I already did.

**Diedra Freedman:** Then if we. Okay, great. I put it.

**Keith Jansen:** I had one more question that went along with that. We have a lot of adults that are on Social Security, SSI, SSDI. If there's a substantiated case. Do you guys notify Social Security or The body, if let's say VA, that's sending the person the money. Do you notify them that there was this financial abuse going on?



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**Patricia Moodie-Brown:** I am not sure that we do that, Anthony. I don't think we report that to Social Security that this person was scammed. It's for if someone is going on the APS register because the person that's going on the APS registry is the perpetrator. So that's not something that we do we

**Keith Jansen:** Yeah, but a lot of times what I see is not so much scams. It's the guardian. Or somebody like that or the payee. And I'm not talking about the state, but they have payees and things. And those are the ones that go out and buy cars, and the person never has money because of them.

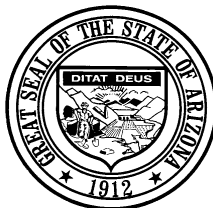
**Patricia Moodie-Brown:** And so if that person becomes the AP which is the alleged perpetrator and that case is investigated and it's substantiated. That we would report that to law enforcement and that person, if it's substantiated, and they could go on the registry for up to 25 years and that you can access that registry. It's updated every Monday and that's the website that I'm showing on the screen right now for the APS registry and...

**01:05:00**

**Diedra Freedman:** Do you?

**Patricia Moodie-Brown:** I think one second or starting next year. It's going to be a requirement. I mean next year because of that new legislation that was passed. I think it's HB 20, 24 67 something like that, but the bottom line is, they're gonna have to check that registry before they hire anybody that works in these care homes. So it's almost gonna be like a sex offender registry. And so when DCS was talking about their registry, we have that central unit now that we're gonna have the registry where they can do fingerprint and they can do DCS.

**Patricia Moodie-Brown:** So it's going to be a One-Stop shop. Okay, it's HB 2764. So look up that legislation and you'll see that starting next year. It was just past this year. Yes. They're gonna have to go on that and check it out before they hire. Because we have had cases where I've gone out to talk to organizations that have hired folks that has been on the registry not once, not twice but three times and say hey, "You need to start vetting your folks better." So when I do my presentation like I was going to do today, I have all that information because I want people to know about all of this. And Praysia, could you add the central? Not the APS, not that one, that is a One-Stop shop, the presentation that I did last week and it had where it's Central.



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Chat Message: Praysia Bond: HB2764

Chat Message: Praysia Bond: <https://www.azleg.gov/legtext/56leg/2R/bills/HB2764S.pdf>

Chat Message: Praysia Bond: APS Registry: <https://des.az.gov/APSRegistry>

Patricia Moodie-Brown: It's called I can't remember the name of it right now, but it's a One-Stop shop. And it has APS, DCS registry and fingerprint clearance card. So people can register and see how to sign up for that and can check it out. Okay for employers. You're welcome. Let me find that in the meantime.

Chat Message: Patricia Moodie-Brown: How do I use CBC? Visit <https://cbc.az.gov/>

Chat Message: Patricia Moodie-Brown: Centralized Background Check (CBC) System is NOW LIVE! Partners: AZ Department of Economic Security/Adult Protective Services (APS), AZ Department of Public Safety (DPS), AZ Department of Child Safety (DCS)

What is CBC? A centralized, secure website for Individuals, Employers, and Agencies to access background check information from the following sources:

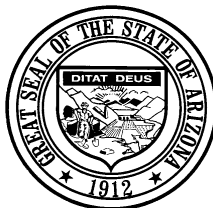
DCS Central Registry: A confidential registry that lists people with proven reports of child abuse or neglect.

Patricia Moodie-Brown: You have a question Deirdre.

Diedra Freedman: Yeah. Patricia I don't know...

Patricia Moodie-Brown: I'm sorry.

Diedra Freedman: this but it's now called Disability Rights Arizona. It used to be called, Arizona Center for Disability Law. But they actually have a contract with the Social Security Administration and they're supposed to be investigating fraud for individuals with disabilities who are receiving SSI and SSDI in Social Security. Do you know if APS has some sort of a Cooperative agreement with them? So that you are reporting to them so that they can do their fact finding to protect vulnerable individuals. for Social Security?



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**Patricia Moodie-Brown:** The only folks that APS we cross reports is the ones that I have listed here and no so I don't think we do. We have law enforcement, report to the Pubfid, Arizona long-term care Ombudsman, tribal authorities and some Behavioral Health authorities. But as far as what you're asking, I don't believe that we do or if that's in the works.

**Diedra Freedman:** Okay. Thank you.

**Patricia Moodie-Brown:** Anthony, was I correct on that. Do you want to add to that Anthony?

*Anthony Spadaro: No Patricia, no I don't know of one. I think it might be a good idea in the future for our leadership to look at but I think that is an issue and potentially if there is a payee or a guardian doing things that they are not supposed to, we don't want them to be a guardian or payee anymore for vulnerable adults.*

**Diedra Freedman:** Lisa

**Lisa Ehlenberger:** This kind of falls along that line. I'm not sure if it's really an APS question specifically, but I know that in a PRC and in a spending plan I saw for the first time that a member with a pub, I think it was with the pubfid maybe with the guardian, had purchased life insurance to spend down their money and I was really curious because it didn't make sense to me. I understand burial plans Etc, but life insurance.

**Lisa Ehlenberger:** Who would be a good person to speak with in regards to whether that's an appropriate spend down for individuals that are supported through DDD?

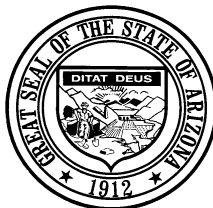
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**Patricia Moodie-Brown:** that's not in my

**Lisa Ehlenberger:** I know it's not really an APS. But I mean if you think about it, life insurance for the individuals but does that make sense? anybody else? That might be a DDD question.

**Rachel Kundrat:** I'll be ready.

**Diedra Freedman:** Hey, Rachel.



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**Rachel Kundrat:** I just want to clarify that I'm understanding the question. Is that the guardian used the DDD clients money to purchase the life insurance. Is that right?

**Lisa Ehlenberger:** Yes, it was to help spend down money because if they have more than 2,000 in their account, they can lose particular Services, especially if they're ALTCS eligible, Etc. And I want to say it was a pub, it was an individual that had a pub fiduciary or it could have been an individual that was their own Guardian. However, they were looking into a pub fiduciary because they had a moderate intellectual disability and had very little communication and they were recommending that individual, yes that is the question. So it was a spend down of the members' money.

**Diedra Freedman:** Hey, Rachel.

**Lisa Ehlenberger:** Rachel

**Rachel Kundrat:** I'm sorry, okay, but not to nitpick and sidebar and tangent, which is what I do a lot, but some life insurance can benefit a person later in life. So I would wonder if it would depend on the life insurance. Not to be personal but I bought life insurance for my son that he can cash out at different points in his life and I don't use his money but that's where the money goes and so it gains interest like a bank account.

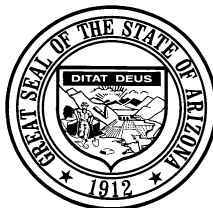
**Lisa Ehlenberger:** Okay. Go ahead.

**Diedra Freedman:** Yeah, the problem with that, Rachel is it's an asset. That if they have access to it gets counted toward their eligibility for Medicaid and so you're not doing them any favors by creating an asset if they are DD ALTCS member. They're not going to be able to benefit from an insurance policy unless it's tied to a Special Needs Trust and obviously you're going to cash in the policy when the individual dies. So the individual's not going to benefit, somebody else that's going to benefit.

**Diedra Freedman:** No, that's a great question. Why didn't they use an ABL account? That's Lisa. That's something we need to ask DDD. So if you want district West to ask DDD along with you,...

**Lisa Ehlenberger:** I

**Diedra Freedman:** shoot me an email and we will. Hey, Don.



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**Don Harrington:** Miss Brown, if there is a life insurance policy as part of a spend down. Do you guys, I mean surely you would investigate who is the beneficiary of that life insurance policy or how the payout is, right?

**Patricia Moodie-Brown:** If there is an investigation open and APS is a part of it. then also that that would be...

**Don Harrington:** Okay.

**Patricia Moodie-Brown:** if there has to be open investigation and it depends on how much it is, that might end up going to the, because we do have a special unit also that only deals with financial exploitation. And so it just depends on the amount.

**Don Harrington:** Okay.

**Lisa Ehlenberger:** Okay, so then maybe because I've only seen it in one plan and one on one person-centered plan. And I am going to find that plan through the help of Patricia over in District Central. And determine, because it could be possible Financial exploitation on that particular member, that might need... go ahead

**Diedra Freedman:** Can I step in for one minute this...

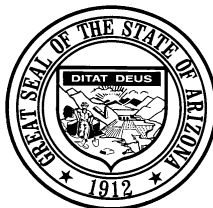
**Lisa Ehlenberger:** Yes, please. Yes.

**Diedra Freedman:** because I'm the one with the seniority. We had a problem. About a decade ago or less where we had an individual who was selling burial insurance policies to DDD members and one individual they sold it to already had burial insurance.

**Lisa Ehlenberger:** I remember.

**01:15:00**

**Diedra Freedman:** So obviously it was Financial exploitation. But just to give everybody an idea of the scale of the exploitation, they were actually including chair covers in the funeral arrangements. yeah. And that got, not only that got stopped, but the money that was spent got reimbursed to the individual who their goal with their money was to go to Disneyland, so



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**Diedra Freedman:** They got to go to Disneyland.

**Lisa Ehlenberger:** I remember that with Karen Van Epps.

**Diedra Freedman:** Yeah, so this potentially could be another incident like that. And if they're doing it for one person,...

**Lisa Ehlenberger:** Okay.

**Diedra Freedman:** There's probably more, where there's smoke, there's fire but Who knows we need to keep our eyes out. That's why the IOC's here. So does anybody else have any more questions for Patricia? She's been exceedingly patient with us and we appreciate this isn't what you expected you were going to be doing. But you never know when you come before the DDD IOCs.

**Patricia Moodie-Brown:** I love it. No, thank you for inviting us and I'm glad that we were able to pivot and answer your questions and, Michelle. Thank you so much. Thanks to all your team. Praysia and Anthony. Thank you for joining me as well and a late Wednesday afternoon. Thank you guys so much and Michelle you have my information.

**Lisa Ehlenberger:** Thank you.

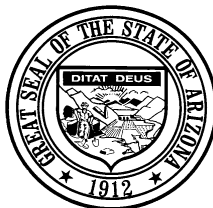
**Patricia Moodie-Brown:** and again, I

**Keith Jansen:** I want to thank you for all of us for even showing up. You did give some very useful information, like the training. That we can go and do for mandated reporters. That's something I'm going to look into myself. And you gave good information and I want to thank you for being here tonight.

**Patricia Moodie-Brown:** All my pleasure and like I said again Eric Erickson, I did put his contact inside the chat box, reach out to him. He's a DDD supervisor, has been doing it for over 20 years. He has a wealth of experience and reach out to him if you have additional questions or something that we didn't answer tonight and you have other questions or if you come up on the case and you're not sure what to do, reach out to him, his information is in the chat. Thank you.

**Diedra Freedman:** We are the type of people who will Patricia so you better give him a heads up.





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**Anthony Spadaro:** Real quick, Lisa with the case that you were talking about. I would also if I was an investigator or the supervisor over that case. I like to know if the DDD member knew about that they were getting life insurance, So that's a big question. So if they were just suddenly like they need to be aware of that.

**Lisa Ehlenberger:** Yeah.

**Anthony Spadaro:** That would be a red flag for me if they had no idea what was going on. Okay, got you.

**Lisa Ehlenberger:** I'm pretty sure there wasn't much understanding of what the life I mean.

**Anthony Spadaro:** So that to me is a little bit of a red flag. So just

**Patricia Moodie-Brown:** Absolutely. Thank you so much. Good night everyone. Thank you.

**Anthony Spadaro:** And I thank you guys.

**Update from DDPC (Planning Council)**

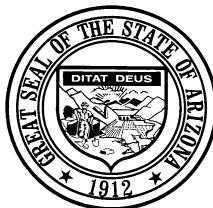
**Diedra Freedman:** Hey, Sarah, your DDPC Update is next on our agenda. Take it away.

**Sarah Ruf:** I'm so ready to be in the hot seat. I am Blown Away by the level of y'all's advocacy. It makes me so happy. a little bit about

**Diedra Freedman:** Can I before you jump in? Can I just tell you something? You got to be really good in order for John to have you come...

**Sarah Ruf:** Yes.

**Diedra Freedman:** because John is very protective of his people. So, I appreciate your coming and you're welcome anytime. If you have John's stamp of approval, you are as much an advocate as the rest of us. So, thank you.



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**Sarah Ruf:** I don't take that lightly and that's a great segue for what was going to share just for one moment. I don't share this to make me look good or anything. But now that I see the focus that you all are honing in on tonight. You may be interested in a little bit of my history and background with the DDD community and I am open for questions and I want to share a little bit about what the council is doing around the issues that have been discussed tonight.

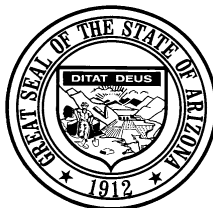
**Sarah Ruf:** So I joined the council as a Communications specialist back in 2016. My background is as a journalist and as someone who had Political experience as a journalist and also some marketing experience. I was with the council until the middle of 2021. and I did a little stint for a couple years in the behavioral health world, didn't go very far, but I did marketing for one of the big providers. You all would be very familiar with that serve low-income individuals who are SMI and also struggling with substance abuse.

**01:20:00**

**Sarah Ruf:** Fast forward to February of this year. I actually came back to the council in my old position because I care about it so much; and when the mental health job started affecting my mental health, I knew it was time for a change. And so I'm communications director for the council. Why does all that matter? Someone mentioned Hacienda. I was very involved in the initial Advocacy under Dr. Erica McFadden, the previous director, setting up the task force at the legislature, writing the very first APS report that was pushing APS to make some of the changes. I'm very familiar with the nitty gritty of the registry and the gaps and flaws with DDD, DCS, APS, local law enforcement jurisdictions, communicating with each other. So tonight has been an update for me and it's been very interesting. What I really respect about John Myers and what Erica did and the coalitions that they have built is that there has never not been a focus since the Hacienda event from the Council on preventing abuse and neglect of people with IDD across the lifespan whether or not their DDD members. They have literally spent hundreds of thousands of dollars on local research and grants to tackle this problem. Some of you may know that so I don't want to beat a dead horse

**Sarah Ruf:** But there are some things that we're doing right now that I'm proud to be a part of that are tackling this issue. How many of you are familiar with the report by Dr. Lynn Tomasa called "Untold Stories" that we just released?

**Sarah Ruf:** Don, I remember talking with you about it. De, have you heard of this?



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**Diedra Freedman:** No, I haven't read it. But I'm certain, it's on your website, I'll put up.

**Sarah Ruf:** Let me link it in the chat if you don't.

**Diedra Freedman:** We can't hear you. You muted on us Sarah.

**Don Harrington:** She's going to put it in the chat.

**Chat Message:** Sarah Ruf: <https://addpc.az.gov/our-research>

**Chat Message:** Sarah Ruf:  
<https://sonorancenter.arizona.edu/research/untold-stories-about-sexual-violence>

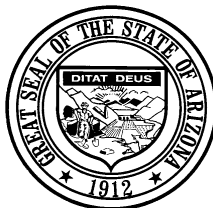
**Sarah Ruf:** Is that better? Okay. Sorry about that.

**Diedra Freedman:** Yes.

**Sarah Ruf:** Let me put it in the chat. We've done a lot of research. Let me put two links, not to overwhelm y'all with research but it provides a history of probably the past six years around all of these issues. APS, School violence against people with IDD. If you click on this tab, and then click on abuse and neglect, it's going to show you what we've done in this area. Thankfully some of the recommendations that we've made over the years have been instituted but you really have to stay on these agencies to get them to commit long-term because leaderships change, administrations change. So that's another reason why I really respect the long term advocacy of the IOCs and that you ask hard questions. But I will tell you this latest report that we just released that's on our website. I've never seen anything like it. Not in my journalism career, not in my previous policy work with the council. It's very heavy. It doesn't shy away. But Dr. Tamassa at the U of A has done amazing, amazing work. She's an expert gerontologist. She understands the DDD community on such a compassionate level. And she was the right person to put this together. So we're very proud of it. If you have any organization Statewide that needs to hear the latest info about this, we would love to set up a presentation. I'm trying to get on some podcasts. I'm trying to get on Arizona Horizon. So if anybody has a link there.

**01:25:00**

**Sarah Ruf:** and it's all Arizona focused and it gets into the nuances of What setting is the person in, is it a group home? Are they at home?



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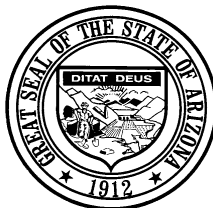
**Sarah Ruf:** What was the interaction with the perpetrator? How did they know to report it? Did they report it? Did they even feel comfortable knowing the words? Were they even verbal? I mean all heartbreaking stories, but the stories are so important because each individual case, you find out the gaps and the nuances, right, what needs to be fixed. And I learned that when I helped out with the APS report we issued in 2020. I remember reading the listings, pouring over dozens of pages of listings of the substantiated cases that APS put on that registry and they all were so unique. And we also have a current grant out right now to the tune of 75,000 to promote a collaboration to further the efforts here in Arizona of abuse and neglect prevention, particularly around sexual violence against people with IDD. So that grant closes in about a week. We're hoping to get some good applicants. We just issued one to, I believe Northern Arizona University's Institute for Human Development that focuses on internet safety and it will involve training individuals with IDD and also interested stakeholders such as family members and professionals and provider professionals on how to stay safe online when it comes to preventing people taking advantage of whether it's financially, sexually, coercing someone into doing something they don't want to do but in the digital sphere, so that's another thing. I'm really proud of, I would love to see other foundations and philanthropic efforts toward this. I'm glad that the speak up campaign existed. I haven't seen much recently. I don't know if anybody knows what's going on with that at DES. I need to ask. They are including those materials at their outreach events because I recently picked some up. But I no longer see commercials for it or billboards like I used to. I don't know if it was grant funded, but that alone is a great campaign as well to teach people how to report. Any questions?

**Diedra Freedman:** *No, Sarah, from my standpoint, you have given us a lot to bring back to our committees. And I can tell you that District West will want Dr. Tamassa to give us a presentation. What we'll do is we'll provide the report to our members before the meeting and then they can just ask her questions rather than her doing an overview of her report because we only have a couple of hours.* So. But you guys are always welcome to the DDD District West meetings and we appreciate the Planning Council. You guys do great work. Does anybody else have anything for Sarah?

**Don Harrington:** I just appreciate the work you do. And you do have to take care of yourself. Take a break, find something different, right because you can't lose that smile. So I appreciate you.

**Sarah Ruf:** Thank you, Don. That's a great reminder.

**Diedra Freedman:** Hey Lisa.



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**Sarah Ruf:** Absolutely.

**Michelle Rademacher:** Yes. Yes, I capture those lives so that you have the actual links and that's not a problem email about.

**Diedra Freedman:** Thank you, You're great as always. Michelle puts up with us in District West. We're lucky enough to have Michelle. so I guess it's because we trained you well, and they were afraid to send us anybody else. They didn't.

**Keith Jansen:** Yeah, District South too.

**Diedra Freedman:** They didn't want to subject us Morgan so they wanted her to keep her job. They're Lisa. You're nicer in District Central, I guess. Does anybody else have any more questions for Sarah? We'll move on to Kin.

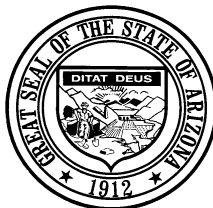
**Update from DDAC (Advisory Council)**

01:30:00

**Diedra Freedman:** Hey Kin, you got your update for us.

**Chat Message:** Kin Counts: @Sarah- You can reach out to Amy Silverman. Amy Silverman is an American author, journalist, blogger, and National Public Radio contributor.[1][2] She is former Managing Editor at Phoenix New Times and is a commentator for KJZZ, the National Public Radio affiliate in Phoenix.[1][3][4][2] Her work has appeared on the radio show This American Life and in The New York Times.[1] She has a master's in journalism from Columbia University.[1][5] Her memoir, My Heart Can't Even Believe It, was published

**Kin Counts:** Yes. So for the DDAC, the update I have here is we have a new chair, Amanda Glass and a new Vice chair, Aaron Jordan. So yeah, they just came aboard not too long. So our recent meeting not too long ago. Our major topic with issue. We talk about is regards to the new system for the central, the background checking, the new system. So the providers have faced issues when they try to have this application for background check and when they go to the box where is for fingerprinting, when they check it, the printing for the employee, the system doesn't move on unless they uncheck it. So this has been an issue and that was brought up and the appropriate people are going to look at it. But then It kind of like...



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**Kin Counts:** what if they just put I'm checking your fingerprinting and just go ahead and people without seeing the fingerprinting so,... yeah, this is one of the big issues that we're looking to and they don't know why so that's another...what we discussed about all and That's it. Thank you

**Diedra Freedman:** Does anybody have any questions for Kin?

**Diedra Freedman:** ; Keith

**Keith Jansen:** Yes, but Kin, you last meeting we had, your Group was looking to fill empty seats. We are out here. Did you finally fill them?

**Kin Counts:** No, we still don't have any volunteers. not at all.

**Don Harrington:** Hang on, I put my application in three months ago. And I talked to the Zane about it. He said waiting on the governor, so That's the feedback I got.

**Kin Counts:** Yeah, I think it falls back to them because I think many of us are still waiting for the reappointment letter and it's just got delayed I guess.

**Don Harrington:** right

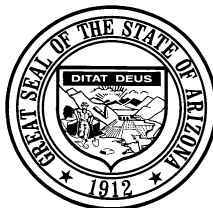
**Kin Counts:** Lisa

**Lisa Ehlenberger:** I guess my question in regards to the discussion of the vendors and providers having issues when they're looking at that fingerprint box Etc. Was that just a technology issue, is that right? Now a technical issue? Is it an IT issue?

**Kin Counts:** We do not know because that's not only one but many of them came across the issue that this way was brought up. So they're going to look into it and we do not know what's the result.

**Diedra Freedman:** It's Lisa.

**Lisa Ehlenberger:** Okay.



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**Diedra Freedman:** My other hat is a Healthcare business consultant. A lot of those people who had issues with it are my company's clients. The irony is there's a question that asks whether or not a fingerprint clearance card is necessary for your job. And if you're a direct care worker, you should be answering. Yes. You answer, Yes, and you can't go farther in their system to register, so you have to lie and...answer no. and that brings up a lot of issues because You're not supposed to be lying regarding Medicaid funding. You can actually open yourself up to prosecution. So it's a serious problem, but the only work around to get you registered so that we can protect members, is for you to lie in answer to the question and say that it's not necessary to your job to have the fingerprint clearance. So

**Lisa Ehlenberger:** But then wouldn't it also be linked to some type of IT communication base that then will that fingerprint clearance card as being valid and current so that

**Diedra Freedman:** Yeah, it's a programming glitch. It's a systems issue and the problem is DDD DES does not control this database and so they're going to have to tell a different state agency to fix their IT issue.

01:35:00

**Lisa Ehlenberger:** My question is and maybe I am misunderstanding. Won't that then it will give invalid results as to whether or...

**Diedra Freedman:** Yeah,...

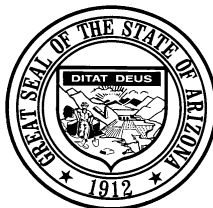
**Lisa Ehlenberger:** these individuals?

**Diedra Freedman:** no no, no. The question is an intro question to even register with the database to get your name on the database. You can't go beyond that screen if you answer yes. So if you say no. You still get the fingerprint card. That question really has no relevance because you end up getting the card and you end up getting on the list. so why they even

**Lisa Ehlenberger:** Yes, I hear what you're saying. Okay, so it's not necessarily, I think I'll Maybe ask Kin. If that's okay. And maybe I can have a conversation with you another time.

**Kin Counts:** Sure, absolutely. Thank you.

Chat Message: Kin Counts: Kin - [swkk1234@gmail.com](mailto:swkk1234@gmail.com)



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**Diedra Freedman:** We have any other questions for kin.

**Don Harrington:** Thank you.

**DDD Leadership and Staff Updates**

**Diedra Freedman:** Our next agenda item is the Assistant Director of DDD's Update. So that's actually Leah who's filling in for Zane who's not joining us today. And then after that, DDD leadership and staff updates, which would be Leah, but Joan is here. So however, you want to handle it if you want Joan to go first, or you want to go first, Leah, the floor is yours.

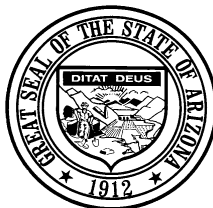
**Leah Gibbs:** Thank you De. I would love to go ahead and provide my updates. I would like the committee to all know that the DDAC did escalate that issue when they learned about it during their public forum about the use of the database and I know that Zane has worked with our folks to escalate the issue, but as De explained it's not a database that we are able to control but we are absolutely working on to escalate that and the second issue about getting people appointed to the Developmental Disability Advisory Council, Zane has written correspondence to go to the governor's office representing DDD letting them know that we have been trying for longer than we'd like to admit to encourage the boards and commissions to go ahead and appoint new people and fill some of those vacant spots on the DDAC and we don't know that it's going to make a difference. But I want you to all Please be aware that we know that we've been trying to work on that and Zane has elevated that issue as well.

**Leah Gibbs:** When it comes to the updates, I know a lot of you get to hear me talk during your IOC meetings. And I know you keep hearing kind of the same updates in that we are working on these major projects. And so what I can tell you is that we continue to move toward getting our qualified vendor providers who have contracts with us to apply for and get awarded our new contract that is going into effect on January 1st of 2024. And the last update that I received was a little over a week ago more than 80% of the current qualified mender Community have already been approved on the new contract. Go ahead Keith.

**Keith Jansen:** You said it goes into effect January 2024?

**Leah Gibbs:** I said the wrong year. I'm not tired or anything. Yeah,...





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**Keith Jansen:** Okay. I'm sorry. I'm just making sure that it hadn't already been done. I thought it was next year.

**Leah Gibbs:** No, thank you. As that came out of my mouth, I thought maybe that was wrong. It's January 1st 2025. So we still have a few months, but we also continue to provide support, technical assistance to the qualified vendor community who are kind of struggling with getting their application through and approved. And so that's where we are with that.

**Leah Gibbs:** Secondly our Bridging the Gap, which is our conference that's coming up for behavioral health professionals here in Arizona and the Division of Developmental Disabilities collaborated with our DDD Health Plans, the United Healthcare and Mercy Care Plan to be able to have this conference. We did the conference in May in the Tucson area and it was a two-day conference down there. It's going to be a three-day conference in September here in Phoenix. They've added a third day that is very specific to people who are Board Certified Behavior Analysts; and they're working with people with IDD and how we can Bridge some of that and continue to improve systems of care. They continue through go ahead De

**01:40:00**

**Diedra Freedman:** Yeah, Leah, before it leaves my mind. We had a parent comment on a parent support group some misinformation today that AHCCCS and DDD will only approve 40 hours of ABA a week. So if you can get the word out I corrected the fact that that's not accurate and...

**Leah Gibbs:** Yeah.

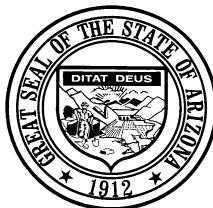
**Diedra Freedman:** I actually posted the AHCCCS ABA policy.

**Leah Gibbs:** Thank you for doing that. De, I never want to tell on people, but if we can get a clue about where that came from we can certainly go.

**Diedra Freedman:** Yeah, they didn't disclose the agency,...

**Leah Gibbs:** That's hard, okay.

**Diedra Freedman:** But you're going to have them for a whole day. So if somebody can remind them during your conference.



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**Leah Gibbs:** sure.

**Diedra Freedman:** And then did you see the report that came out a few weeks ago? That said that there may not be an advantage to 40 hours a week of ABA. That lesser may be effective. So I don't have to send that to you.

**Leah Gibbs:** Yeah.

**Diedra Freedman:** You already have it.

**Leah Gibbs:** No, I've heard of it. I haven't read it specifically.

**Diedra Freedman:** I'll send it to you Leah.

**Leah Gibbs:** Yeah, that would be fine. And I appreciate your letting me know about that. So the conference I just mentioned and Christina Hedges who is on the call with me tonight. Can you take a second? I think most people have met you but can you go ahead and introduce yourself?

*Christina Hedges: Yeah, sure I'd love to. Sorry I was a little late. I was having a crisis with one of my children. My name is Christina Hedges. I have been in CARES/OIFA for almost three years now. I have been promoted to the OIFA Administrator. Please take a deep breath, Leah is still here. She's still doing amazing work and we're working together. Thank you for your confetti De, I really appreciate it.*

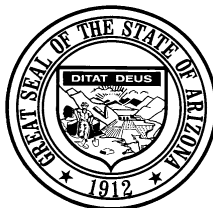
**Leah Gibbs:** We just sort of had a conversation about how many hours are in a day and how many hats I can wear at any given time and bless Zane for being able to help me get some help. And our teams need that help because we have a lot of people we need to provide support to. So welcome Christina as our new OIFA Administrator. De, did you want to say something?

**Diedra Freedman:** Yeah, we'll just bug Christina now instead of bugging you.

**Leah Gibbs:** That's okay with me. But please know we are here together and we're a team. Keith.

**Keith Jansen:** I was wondering if there was any update on, you were going to hire a new PRC chair and admin?

**Leah Gibbs:** Yeah, that's not my department. But I do understand that they have, help me, Michelle, didn't they announce that they made a hire of the supervisor? for the new...



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*Michelle Rademacher: I can look it up, but yes. I thought they were hiring for those positions. I know an update was provided to one of the committees. I think it was District North. I'll look that up real quick.*

**Leah Gibbs:** Yeah, but that one, I mean, I know I get to touch a lot of things in DDD but that one's not mine, Keith.

*Keith Jansen: I'm sorry.*

**Leah Gibbs:** No, don't apologize. And Michelle can look it up, but I think I heard that they were able to fill the supervisor position for that new unit.

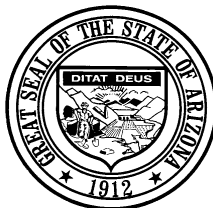
**Leah Gibbs:** To continue to do updates, Christina and I, with our partners for the United Healthcare and Mercy Care are going to be doing some presenting during the Bridging the Gap conference. We're going to talk a little bit about credentialed peer support and family support. I've also been invited to join a panel with our DDD health plans and our Behavioral Health Team to talk a little bit about DDD. So I'm gonna be a little more involved in this conference and I'm looking forward to that opportunity. Additional updates, our Positive Behavior Support training.

**01:45:00**

**Leah Gibbs:** It's so exciting to talk to vendors and hear the impacts from them of what they've experienced for their agency by rolling out this training. I spoke with an agency executive director up in the Lake Havasu area who has now mandated that eight hour Positive Behavior Support to be part of their new employee orientation for all new staff, which is so exciting to me personally. Our last updates from the end of last week was over 5,300 direct support professionals have now completed the class and we have over 540 certified Trainers for the class. Raising Special Kids is rolling out their first all Spanish delivery of the training and at the end of this month and there will be doing English and Spanish each month moving forward. Go ahead.

**Diedra Freedman:** Yeah, do you think, just in your opinion because obviously you probably don't have the stats, But do you think that the financial incentive to provide our agencies has really helped to spread that program.

**Leah Gibbs:** De, I can't help but think it laid the foundation and what my ultimate thoughts are is that vendors are seeing the value.



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**Leah Gibbs:** So that because the financial incentive has to end with the people, last trainings will be September 30th of 2024.

**Don Harrington:** about

**Don Harrington:** support

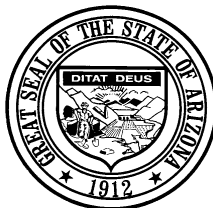
**Leah Gibbs:** But we're hoping to collect those impact statements, get the word back out about the benefits of the training and what people are experiencing. I interacted with a vendor agency that is actually in District South not too long ago who volunteered to me that not only are they seeing staff that are more willing to support members who have a history of more challenging Behavior, which is helpful to everybody but they've also shared that they truly believe that they've had a decrease in the number of incidents.

**Leah Gibbs:** We were really careful about not wanting to use that as a point to demonstrate the value of the training because we don't want vendors not reporting. It's so important that we don't put any kind of pressure on vendors about not wanting to report incidents to the Division, but it's a really nice anecdotal thing to hear. So we continue to roll out that training and we continue to work with supporting Raising Special Kids in rolling that out. We are going to be turning a corner, not too long from now, about pulling together a report to the executive leadership of the Division about what's the next step when it comes to Positive Behavior Support. Additional updates, oh my, we continue to move forward working toward accreditation for the National Committee for Quality Assurance and...we are still aiming for that goal to be October of 2025. And we have crossed over into 56,000 plus currently qualified people who are eligible under DDD that we are supporting Statewide. So very, very interesting how we continue to grow month over month. Go ahead.

**Diedra Freedman:** *When you are finished, I have a tough question for you.*

**Leah Gibbs:** please give it to me now because I think I'm done.

**Diedra Freedman:** *We all know that there's a 4% budget cut statewide.* How's that going to affect?



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**Leah Gibbs:** I can tell you that DDD as part of DES submitted to the governor's office a way that as a DES we're going to be able to offer ideas for how we're going to be able to do that. It will not impact member services, or the process of assessing members services. We're looking at other strategies that don't impact that for the DD member community. And some of those things are things like as we've done more and more virtual work with our support coordinators and as a Division Statewide, we're gonna be able to save funds for the state by no longer having to lease property and buildings and there are other things that we've been trying to work out.

**Leah Gibbs:** So that wasn't as tough as maybe...

**Diedra Freedman:** So we couldn't expect to cut in authorizations for services across the board?. And how about the hiring freeze?

**Leah Gibbs:** Absolutely not. Yeah. So let's talk about that because the word freeze is a little bit of a misnomer for us. Okay, what happened was the Division was awarded a...what is a capitation of the number of active FTEs we would have at any given time, like every other division within DES, and what that means is that as someone makes a determination that they retire or they feel they need to leave state service and take their skills elsewhere. Then we as a Division have the capacity to fill that to stay within our capitation and part of that decision-making for us is it a position that is critical or do we have a higher need in another area? However, support coordination is not limited. There is no limit to filling those positions and as our growth happens and as we need to expand and add new positions, those things are happening. Does that help a little? Anybody else, any questions for me? I need to excuse myself because of a 7:30 appointment tonight. I want to wish everybody a good evening and thank you. Go ahead, Lisa.

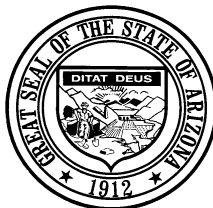
**01:50:00**

**Lisa Ehlenberger:** I just a real quick and I think maybe this might be Joan, for Joan. I know you mentioned a couple months ago in regards to a new computer system or some type of system that will be, allow a more user-friendly way to access incident reports and trends. Is that something that you would have the knowledge to share here or will Joan share that?

*Leah Gibbs: Joan has the information and Fredreka may have some information as well. Okay can I wish you all a good evening? Are you okay if I? Thank you. Take care. Bye.*

**Lisa Ehlenberger:** Okay, Great.

**Joan McQuade:** So I guess I'm up next I have one update.



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**Joan McQuade:** Which is a major update. Effective with the incidents that were pulled for the month of July, which we are just working on now because as you know, we have had a backlog. We are going to be interviewing for an additional redactor next week. So then hopefully we'll be able to get that back down to getting incidents out to you folks sooner. We were advised that we were out of compliance for HIPAA in our redaction process and it's per Arizona revised Statute 41 - 3804 sections K and J. We are required to redact personally identifiable information for our members. So basically what that means is and I'm not sure when the process started because it was long before I came here. But we had been putting the members first name and last initial, leaving that information in the incidents. Effective with probably the next batch that all the districts will be receiving, the members' names will not be showing up at all.

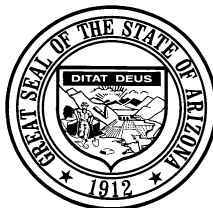
**Joan McQuade:** On the other side of it, we had been removing staff names. None of that needs to be redacted. So all of the staff names and their roles or whatever, the only time a staff name would be removed is in the event that they were an alleged perpetrator of abuse neglect. And that would be because it's their only alleged so we wouldn't want to have their name in that.

**Joan McQuade:** So the statute does have an accommodation for the IOCs. And as we understand it, the committee can request an unredacted document on a case basis as needed for the official committee business. The Division staff will then request a release of information, an ROI, from the member's representative prior to release of any personal information. Also, this is going to put us in more in alignment with the portal which is what you were asking about Lisa. And in speaking with the person over quality, the latest we've heard is that they're talking about having us in the portal by October. That's the latest we have heard. And when incidents are in the portal, it is automatically set up so that it will track and trend incidents for that member even though you don't have the members name. So we need to make sure that we're aligned with, then the portal does not remove staff names or anything. And I said, we did find out that we were out of compliance with HIPAA and that's a really big deal. Lisa

**01:55:00**

**Lisa Ehlenberger:** Okay along that line, this new portal in October, Will it actually allow us to write in an instant report and then a number and we can then see incident reports for that member?

**Joan McQuade:** Yes, if you're looking at an incident and you want to know if there's any trends with that member, there is a way to go in and bring up other incidents for that member. And Fredreka, you're familiar with that with the portal, right?



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**Lisa Ehlenberger:** which then go ahead.

**Fredreaka Graham:** Yes, that's correct Joan.

**Joan McQuade:** Okay. Yes.

**Diedra Freedman:** So Joan, are we going to be able to have you do our training on the new portal?

**Joan McQuade:** I don't know if it's what. I have to train me. I think Fredreaka.

**Fredreaka Graham:** I'll probably be the one doing the training...

**Diedra Freedman:** Oh, even better.

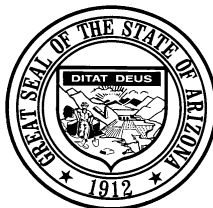
**Fredreaka Graham:** but I haven't received any information thus far. All I can tell you is that your portal, like the request and the things that you all wanted to see, is a little bit different than the AHCCCS side of IOC. So once that's released I'll be able to know a little bit more exactly what it is that you guys are requesting in that sort of thing, but I will be the one giving access to the portal and providing that training. Now if something changes, I will let you all know. But as of now that is the direction that I was given.

**Joan McQuade:** Lisa

*Lisa Ehlenberger: Okay, just to be clear, what I am hearing is that although the names will be completely eliminate from the IRs, once this portal comes in in October then we should be able to see that trend and then based upon the accommodation to that statue, the IOC can request the unredacted IRs for that member. Let's say they have ten IRs in the last two months, then we can request those IRs unredacted for further review.*

**Joan McQuade:** It would have to you then. Yeah, there'd be a release of information. So either if the member's not under guardianship or if there's a guardian, they would have to sign off on a release, just like someone would if they were at a doctor's office because HIPAA is HIPAA. You're welcome. And then just one thing to know. I just want to let you know that the Liaisons are going to continue providing the metadata reports monthly that they're currently doing. So you still will have that metadata looking at kinda it's a track and trend.

**Joan McQuade:** Okay, Keith.



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*Keith Jansen: I was just going to say, sounds like putting in a request a freedom of information request and then just because you put the request in doesn't mean you get the information. It has to go through higher channels before*

**Joan McQuade:** It's a release of Information Form. And that's something that a member or guardian would have to okay to release the information, just like if you wanted to make me somebody that was updated on your health information. You'd have to sign a release saying that I could see it. This is the same type of thing. If the IOC wants to see that member's specific information, then there's going to have to be a request going through the guardian or whoever's the responsible person is there.

**Joan McQuade:** Yeah, and this new process, it also gets us in alignment with the portal. And that way there too, we won't have to be uploading incidents into the shared Drive. You'll be able to go right in once you're trained to be able to look at the incidents.

**Diedra Freedman:** Hey Joan, once we start with the portal, Will we have the opportunity, as far as the metadata categories go?

**Joan McQuade:** Yes, ma'am.

02:00:00

**Diedra Freedman:** We have the opportunity to review those and see if there's any additional information that we can get from the new system that might be helpful to us also?

**Joan McQuade:** The metadata is pulled from a program that's connected to our Incident Management System, Right, Michelle? So, I don't know if there would be a way to pull metadata from the portal because that's going to be a totally different system.

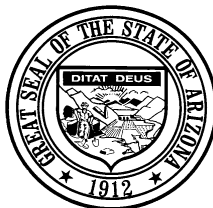
**Diedra Freedman:** Do you know Fredreaka?

**Fredreaka Graham:** I don't know what metadata is so I'm saying it probably not, because I don't know what that is. We don't use that on our side. So I'm guessing no, but I don't know.

**Joan McQuade:** Michelle could you just give a brief overview of what the metadata is?

**Michelle Rademacher:** A brief overview of the metadata and that's the incident information that is collected by the Incident Management System Program. We pull three reports monthly and provide that to the IOCs. There's a report on the incident to Consumer ratio. Let me look so I can say this correctly there.





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**Michelle Rademacher:** Hold on a second. Okay, here we go. So we've pulled a monthly data on incidents per member, by office and provider, and then the other metadata is provider incident to consumer ratio. The other data is the six month provider incidents by type. And so it's just a breakdown of the data information on our incidents.

**Joan McQuade:** So now let's say there is an agency S, there would be a breakdown of that agency's incident reports. What types they are. Correct. And now was that something that could be done in the portal? Do you know Fredreaka?

**Fredreaka Graham:** So, there is a section for categories, allegations and that sort of thing. I don't know that it's going to line up with your all system per se but the allegation section would be something like abuse or exploitation or neglect. So there is an opportunity to also type in a provider name and pull up, the different reports that provider has had. There was a category type that would be listed like SMI or substance abuse or child adolescent that sort of thing. So that's what it looks like on the AHCCCS side.

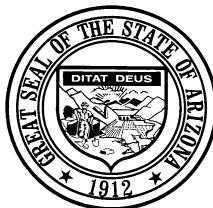
**Fredreaka Graham:** Not really sure what the DDD side is going to look like because again, I know that there were some changes that were requested. So until I have more insight as to exactly what that will look like. It's hard to say but there are those sections with the category and the allegation type that will allow for that particular provider to be researched and then you can do it by incident date or document date and that sort of thing. Is what it currently looks like on our end.

**Joan McQuade:** Yes, it might be a little bit different but it sounds like you'd be able to look at overall an agency or you're going to be able to track and Trend members.

**Fredreaka Graham:** *Correct*

**Diedra Freedman:** *Joan, maybe we can work with you and we can work with Christina and see what's out there and see whether or not we wanna change the way the metadata is done but we'll have to wait until the system is actually implemented to answer those kinds of questions. I just want to make sure we are open to such things. I mean you guys have been great with the metadata and it's helpful. I appreciate the metadata.*

**Joan McQuade:** Right. Kin, you had your hand up.



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**Kin Counts:** Yes, very quick question. So if there's no name reflected on the IRs and does it mean that it's all is blank?

**Joan McQuade:** The member's name will be a blank but all of the staff names will be there. so

**Kin Counts:** But isn't against what we learn about person's first language. I mean we have to address. I mean the last name, you don't want the full name. I can understand but at least a name given or even a really redacted name instead of the real name, Jonathan, we can say that's Joe, something like that because then we only say about the members, I mean That is not what we learned about person's first language, the respect,...

02:05:00

**Joan McQuade:** All...

**Kin Counts:** .

**Joan McQuade:** If the members name is in the incident. It will be removed. So they'll just be a blank. But you still would be able to tell that they were referring to the members because, I know, Kin, that one of the problems that you were facing was with staff names being removed, they'd be blanks all over the place if they were using staff names. and it could get really confusing because you don't know who did what when with some of those longer incidents. Now, all of that information is going to be there. It'll just be the members name. And some of the agencies, they use the term PBS for person being served. I don't think it's a matter of not using person first language. They don't talk to the members that way, but in the reports, they're trying to be consistent in the way that they put their information. Or you're welcome and Keith.

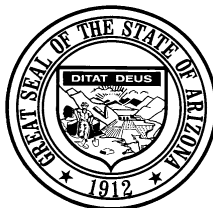
**Keith Jansen:** *One thing, the word I see a lot is client in the IRs.*

**Joan McQuade:** Right and Does anybody else have any questions? okay. if you do think of something I will add my email to the chat the most of you if you get anything. I'm usually cc'd.

Chat Message: Joan McQuade: [JMcQuade@azdes.gov](mailto:JMcQuade@azdes.gov)

**Diedra Freedman:** *Are there any other DDD updates? Or are we all set? Anybody have any questions for any DDD staffers while we have them here? We're going to be nice to Christina because she just got a new job.*

**Christina Hedges:** I'm happy to be able to work with you all more. That is very true.



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**Discussion, Vote on Next Meeting Date & Facilitator**

**Diedra Freedman:** So now we have our discussion, vote on the next meeting date and facilitator. I am going to be in the great state of North Carolina for the last two weeks of September and the first two weeks of October. So not only am I not available to facilitate, I will probably not be in attendance. So do we have a volunteer to facilitate?

**Lisa Ehlenberger:** I will try my best if you guys are okay with me doing it.

*Diedra Freedman: Lisa you are going to do an amazing job. And is there a specific date? Does Wednesdays work best for everybody? And evenings works better than days? Or does everybody want to email Michelle with the best days? Don. Teresa*

**Don Harrington:** I would vote for evening and Tuesdays, Wednesday or Thursday's great.

*Diedra Freedman: Does that work for you Lisa?*

**Lisa Ehlenberger:** Yes.

**Diedra Freedman:** Does it work for you Teresa?

**Teresa Brooks:** Yes.

**Lisa Ehlenberger:** I think um someone preferred Wednesdays, correct?

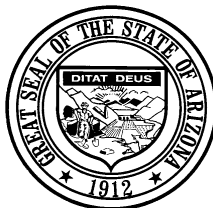
**Diedra Freedman:** That was Suzanne from District East, But Teresa's here.

**Lisa Ehlenberger:** Okay.

**Diedra Freedman:** Wednesday's work okay for you Teresa?

**Teresa Brooks:** Yes, I think it's easy because that's when we hold our committee meeting. So on Wednesday.

**Diedra Freedman:** So we need a Wednesday in October that is not the second Wednesday. So the third Wednesday.



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**Diedra Freedman:** What date's that Michelle?

**Lisa Ehlenberger:** October 16

**Diedra Freedman:** Okay and 5:30 work for everybody?

**02:10:00**

**Joan McQuade:** That's the district.

**Don Harrington:** 5:30 works

**Joan McQuade:** That's the district North meeting.

**Michelle Rademacher:** Yes, it is.

**Diedra Freedman:** Okay, what about I guess the second Wednesday...

**Michelle Rademacher:** in the night

**Diedra Freedman:** then if that's

**Teresa Brooks:** That's the District East meeting.

**Diedra Freedman:** Okay.

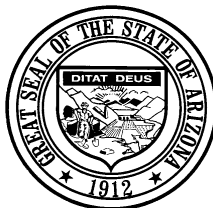
**Michelle Rademacher:** Yes.

**Lisa Ehlenberger:** October 30th I don't know how many people have young children and celebrate Halloween, but I'm with October.

**Diedra Freedman:** It's actually the 31st They should be celebrating.

**Lisa Ehlenberger:** True but it's the day before, people are very very excited about Halloween.

**Diedra Freedman:** As everybody have another day then. What about the first Wednesday in October? Does that work?



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**Don Harrington:** the second

**Lisa Ehlenberger:** October

**Don Harrington:** second works

**Teresa Brooks:** works for me

**Kin Counts:** District East IOC meeting. second So district East IOC meeting the second Wednesday.

**Diedra Freedman:** It's what?

**Teresa Brooks:** Yeah, and...

**Diedra Freedman:** No, the first one.

**Joan McQuade:** right

**Teresa Brooks:** We're talking about the second.

**Diedra Freedman:** October 2nd is the first Wednesday in October.

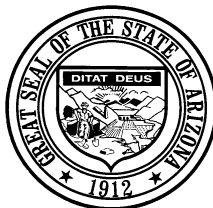
**Joan McQuade:** the first

**Diedra Freedman:** And Teresa's telling me that you don't have an IOC meeting on that day.

**Diedra Freedman:** Okay, October 1 5:30 at night.

**Lisa Ehlenberger:** October 2

**Diedra Freedman:** On October 2, 5:30 at night. Lisa's going to facilitate and I will be joining you. Because I'm not leaving until the third week. So. Thank you all for your patience. We're 15 minutes over but I think we did pretty good. And Lisa, Don, Teresa, Keith is off. If we can get a joint email going. I put my email in the chat. We can talk about what we want to ask DDD. And You can present it to your committees and see if your committees go for it and they want to ask those questions. We all know the drill, we ask ADOA and DDD has 21 days to get back to us. so



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**Diedra Freedman:** And I put my phone number in my email. So I'm available if anybody's got any questions. I love to collaborate. Have a good night. Thank you very much. Does anybody else have anything else to say or we ready to go?

Chat Message: Don Harrington: Dharrington1961@gmail.com

**Lisa Ehlenberger:** Good night.

**Teresa Brooks:** Yeah. my

**Don Harrington:** I'm good.

**Diedra Freedman:** Good night. It is 7:55.

**Diedra Freedman:** We're done.

Meeting ended after 02:13:17 🙌

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**Adjournment**

The meeting was adjourned at 7:55 pm by Diedra Freedman. The next meeting will take place virtually on October 2, 2024 at 5:30pm.