



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually via google meets.

Meeting called to order by Committee Member, **Don Harrington**. The date was August 21, 2024, at 5:05 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

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

Attendance by Google Meets unless otherwise noted:

- **Don Harrington**
- **Sara Pederson**
- **Cintya Acros**
- **Suzanne Bonomo**

Absent: **Becky King**

Public in Attendance: **Phone number (928-***-***13)**

Arizona Department of Administration (ADOA): **Larry Allen**

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

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

DDD staff and guests:

Leah Gibbs (DDD CARES Administration- Bureau Chief)

Christina Hedges (DDD CARES Administration - Office of Individual Family Affairs Administrator)

Katrien Filez(DDD District East Program Review Committee)

Dean Thomas (DDD District North Program Review Committee)

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

Morgan O'Hara (DDD IOC Liaison, CARES Administration)

Michelle Rademacher (DDD IOC Liaison, CARES Administration)

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



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Updated: DDD District North IOC -Virtual Conference – 2024/08/21 16:45 MST – Transcript

Attendees

+1 480-***-**98, +1 928-***-**13, Ashley Mason MSW, Christina Hedges, cintya catalan, Dean Thomas, Don Harrington, Ian Wilson UHC, Joan McQuade, Katrien Filez, Lawrence Allen, Leah Gibbs, Michelle Rademacher, Morgan O'Hara, Sara Pederson, Suzanne Bonomo

Transcript

Call to Order and Conflict of Interest

Don Harrington: that conflict of interest

Michelle Rademacher: Typically, if you have a standard meeting right now, though, only you and Sara are the committee members. So that's a good question.

Don Harrington: Okay.

Welcome and Introductions

Don Harrington: All but Let's go ahead and continue and we'll start with Morgan as far as introductions.

Morgan O'Hara: Yeah, would you like me to go with the committee? First. Okay,...

Don Harrington: Yes. Yeah,...

Morgan O'Hara: perfect. Yeah.

Don Harrington: we're here you part of it.

Morgan O'Hara: So Sara, would you like to go for it?

Sara Pederson: Sure, I can find where the button is. I'm Sara Pederson and I am a member of the committee and my day job. I am early care education through the director of the early care and education programs around on our house and down here in Phoenix.

Morgan O'Hara: Don you want to introduce yourself?

Don Harrington: Don Harrington, I'm the chair. I work for a company in town as well. I live up in northern, Arizona, so That's me. I'm too old to be interesting.

Morgan O'Hara: Thank you, Suzanne.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Suzanne Bonomo: I'm Suzanne and this is my first meeting. I have been a provider for Hope group for 22 years in a provider altogether for 25 years. I do habilitation respite job coaching and I have done RBT work as well. and between all of those things. I have 15 clients right now. so I work seven days a week.

Don Harrington: That's going to work.

Suzanne Bonomo: I love my job. So I love being a provider. I love doing what I do. So. I'm excited to be a part of this. I was glad that I was asked to do it so.

Morgan O'Hara: Yes, thank you for joining us. and then cintya

cintya catalan: Yes, this is also my first meeting and I work kind of very similar to amongst all of you. Just providing different care. I actually work with a company that is called apt training and we provide training to anyone that becomes a provider and works for people in their homes as their caretaker. So I make sure that they're following policies and procedures and more than anything I think to me is making sure that I'm very explicit about preventing abuse and making sure that we're always doing the right thing.

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

Lawrence Allen: Good evening. Larry Allen with ADOA.

Morgan O'Hara: Thank you Ian.

Ian Wilson: Good evening, Ian Wilson with United Health Care member advocacy along side the OIFA team

Morgan O'Hara: Thank you. Ashley

Ashley Mason: Hello, Ashley Mason I am the adult behavioral advocate liaison with MercyCare

Morgan O'Hara: Thank you, Christina.

Christina Hedges: Hi Is it Good afternoon? I don't actually know what time of the day. It's right now. My name is Christina Hedges. I am the DDD office of individual and family Affairs administrator.

Morgan O'Hara: Thank you katrien.

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

Morgan O'Hara: Thank you Joan.

Joan McQuade: Good evening everybody. I'm Joan McQuade. I'm with the cares Administration. And I'm here supporting Morgan and Michelle.

Morgan O'Hara: Thank you, Michelle.

Michelle Rademacher: Hello, I'm Michelle Rademacher. I'm a DDD independent oversight committee liaison, and I'm part of the cares Administration with DDD.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Morgan O'Hara: Thank I'm Morgan O'Hara. I'm the other DDD IOC liaison, and we do have two phone numbers here with us before 480 phone number.

480-Fredreka Grahman with AHCCCS

Morgan O'Hara: Hey Frederica. Thank you. And then in 928 number.

Michelle Rademacher: I believe that's a member of the public waiting for the call to the public.

Morgan O'Hara: Okay.

Don Harrington: All So, I'm going to go right to left. We'll start with the Christina.

00:05:00

Don Harrington: You have anything updates on your

Christina Hedges: My gosh, Don you call me so quick I was in the process of pulling my notes up right now.

Don Harrington: Okay.

Christina Hedges: give me 20 seconds Michelle, go for it Saved by the Bell.

Michelle Rademacher: I just wanted to interrupt just quickly if possible just to talk about something procedural Don currently, you have two applicants that are at this meeting and they did just introduce themselves briefly. It's up to you if you want to go out of order, but if you would because the committee is rebuilding and we're low in membership. There's no vote at this time. You would either accept their applications not and you could speak with them a little bit more if you'd like to.

Don Harrington: so the applicants are Suzanne and who's the other one?

Michelle Rademacher: Cynthia that I say that right Yeah.

cintya catalan: Yes, it's Cynthia.

Don Harrington: They passed Larry's bar, right? then that's good enough for me. Welcome to IOC North Yeah, so Cynthia remind me that what kind of work you do?

cintya catalan: Yeah, so I actually work for a training company called apt here in Arizona and we provide training support for products going to clients homes and provide respite care Rehabilitation. So I make sure that I'm training with DDD guidelines.

Don Harrington: Okay, do you trained just for your company or do you go to other licensing?



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

cintya catalan: A little bit of both right now just for my company, but in the past I've done actual other agencies through just private pay. It's a little bit of everything in prior to that. I did work in education with students who specifically had autism and I was a program coordinator and I'm kind of familiar with ESA different forms of funding through just education and just kind of a little bit of everything.

Don Harrington: Okay, so Suzanne, so happy to have you here too as well. So that's gonna boost our I don't think I've ever had more than just one other members. So now we got four weee. That makes us important guys.

DDD Staff Updates

Don Harrington: Okay, so we're with Christina

Christina Hedges: Perfect you bought me some time. So I appreciate that. Some updates that we have within the division. We are still continuing to run our PBS training. We actually had the trainer Clinic, I believe it was last week. We are now seeing that we have had over 7,000 direct support professionals and trainers complete the training and we're just seeing that number grow, which is amazing. I think I've spoken about this before but we are giving a pretest before the training and then a post-test after the training and when comparing those two tests we're seeing about a 22% increase in knowledge. So people are learning things during the training. we also are submitting or asking people to complete a survey when they are done with the training that really talks about the applicability of the training and how satisfied they were with the training and on a scale of one to five with five being the highest. We are seeing the average at I believe the latest numbers are 4.67. So people really feel like the training is not only kind of fun for them to take but it's really applicable to their jobs and who they might be, whether it's a caregiver professionally or as a family member. So that's awesome. I believe our latest numbers show that we have had 114 families or caregivers take the training through raising special kids. So we're seeing some really great things come from that Bridging the Gap conference for Behavioral Health Providers in Phoenix is going to be held on September 5th and 6th with September 7th being a special day just for bcbas. I'm sure Katrina is very excited about that. We had some really good feedback from our conference in Tucson. And so we're excited to do it again up in Phoenix it Desert Willow and that conference is really geared towards helping Behavioral Health Providers know how to better support DDD members as they go through Behavioral Health Services. The final thing that we have rolling out in an OIFA or CARES right now is we actually just yesterday opened up our registration for our self-care for caregivers conference. This is our second annual one. We held one conference last year in Phoenix and it got such positive feedback that not only are we doing it again, but we're doing it Tucson and in Phoenix this year. I don't want to our own horns or Be too optimistic, but hopefully maybe in the future we can come up to district North. I know it would be really great to be able to support the caregivers up there as well. Like I said, they're registration opened yesterday and I think for the Phoenix conference, we're already at over 300 registrants. So if you want to be a part of that conference, please please register as soon as possible. I can make sure that Michelle and Morgan send the links out to you guys.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

00:10:00

Christina Hedges: Yeah, yeah, I will definitely grab it right now. Does anybody have any questions for me?

Don Harrington: I had one but I lost it. I did do the behavioral health train the trainer and there's a wonderful class the instructor I think was though was her Not sure but she's a natural instructor. She was just super duper.

Christina Hedges: Glad to hear it and hear it.

Don Harrington: So I enjoyed it tremendously. So 7,000. I mean that's quite a bit. So it's

Christina Hedges: Yeah, and that's just the data that we have processed. So we do have a little bit of a backlog as well. So I think it's probably actually higher than that.

Don Harrington: Right, so I have three families that did that. And actually Four families that did that and we're still waiting on their certificate. So, is that the backup you're talking about?

Christina Hedges: Who did they do the training through the actual through?

Don Harrington: No, not through the trainer for our company.

Christina Hedges: Which company is that Don?

Don Harrington: Boston hope

Christina Hedges: Let me look into that. So you took the trainer and then you sent some staff through.

Don Harrington: Yeah, I didn't do the training it was done by another member, but I have had four families go in through our training ...

Christina Hedges: When they took it. Okay, I will look into that and...

Don Harrington: no, I don't.

Christina Hedges: and follow back up with you. Okay?

Don Harrington: Know I don't want to cut the line. but I appreciate your efforts. let's go to

Christina Hedges: Of course, of course.

Don Harrington: Ian

Ian Wilson UHC: Go ahead katrien.

Katrien Filez: Sorry about that. And a quick question for Christina. I'm hearing that the self-care conference is also in Tucson. So my question is there a Spanish Version, how does that work?



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Christina Hedges: We'll have interpretation services available. So when you register, there is an option that says you need interpretation services and if you click it, we will make sure that we have an interpreter there for you.

Katrien Filez: Fantastic. Thank you.

Christina Hedges: of course

Updates from Health Care Plans and AHCCCS

Don Harrington: I should have asked any other questions. Okay go to Ian.

Ian Wilson UHC: Thanks, Don. Nothing for United Healthcare. No updates. I'm just here to take questions back to the health plan if anybody has anything.

Don Harrington: So United did they just cover part of the state and then mercy care of the other. Is that how that works?

Ian Wilson UHC: But yeah, I can give you a map of the geographic locations if that would be helpful for you.

Don Harrington: Okay, and is Mercy Care still providing coverage? I had heard a rumor. somebody said? Have you heard anything?

Ian Wilson UHC: I can't so speak for Mercy Care. I mean, I know the RFP for the long term care has been up in the air now for a couple of weeks if that's what you're referencing Don, but I can't speak to DDD specifically.

Don Harrington: Okay, that's fine. That'll give me something to go on anyways. Does anybody have any questions for Ian?

Don Harrington: yeah, go ahead Suzanne.

Suzanne Bonomo: I don't have a question, but I was at the autism Coalition event that I was at last month, Mercy Care was there so I'm assuming they're still Providing average they had a...

Don Harrington: Okay.

Ian Wilson UHC: Yeah. I would think so Suzanne. I can't speak with authority on it.

Suzanne Bonomo: No, I know.

Suzanne Bonomo: I just wanted because I was right next to the United Healthcare and the mercy care on the other side of me. So



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

00:15:00

Christina Hedges: I can speak to that a little bit Don. So the RSP that went out was not for MercyCare DDD line of business it was only for the long term care physical disabled line of business. So anyone who is DDD and mercy care will not be affected.

Don Harrington: So the reason foundation for my question was I have a member that had a Mercy Care and he was told to find another carrier. So I directed them to United but I just didn't understand why. So I don't think so.

Ashley Mason: Was he apart of the ALTCS plan?

Don Harrington: I don't think so

Ashley Mason: I can speak more to this when you guys call on me. But if you were a part of ALTCS they sent out premature letters before the judge gave a recommendation. And now that he has given his recommendation everything is paused and that came out in the update this week. Everything is paused right now.

Don Harrington: but I would have to Okay, I have that update. it just didn't register. So I'll go back and look at that. any more questions Leah Gibbs is here.

Leah Gibbs: I am so very sorry that I am late. I've been on a call I couldn't get off the phone.

Don Harrington: you're forgiving. why don't you go ahead and introduce yourself?

Leah Gibbs: Good afternoon, everyone. I'm Leah Gibbs and I work for the division of Developmental Disabilities and I am our bureau chief for our cares Administration.

Don Harrington: Okay, we were just talking about rumors that I'd heard about Mercy Care because I had a member that was told that they had to change insurance companies. So yeah.

Don Harrington: We has some that you'll disperse.

Leah Gibbs: Has anyone been able to help you get some more information around that yet?

Don Harrington: But yeah, if you know any secrets.

Leah Gibbs: I don't know Secrets trust me Don.

Leah Gibbs: But I assume that you're aware that what happened was when the AHCCCS Administration was doing their Contracting for the new agency to provide long-term care services to the elderly and physically disabled program. So that's the other Long-Term Care Program in the state of Arizona. There's the one for the division the disabilities program and one for the elderly and physically disabled program. And when AHCCCS went through their request for proposal RFP the state Contracting process, they awarded that contract to two agencies. There was an agency Who challenged that award and they felt



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

that they should have been awarded and it was heard in front of it administrative judge and AHCCCS has announced that they have put a hold on the transition process. To the contractors that they awarded based on the findings from that administrative judge and more information is to come.

Don Harrington: That helps me and it makes sense because the member that told me this does have a physical disability. So probably why he got the letter. let's go down to the line Joan, one of my favorite repeat presenters

Joan McQuade: Thank you. Hi everybody. I'm Joan McQuade. I wanted to let you folks know that during the pandemic we had stopped. rejecting the community incidents because that was where they were putting all of the covid incidents all of the exposures Etc. And there were just hundreds of them. So I just want to let everybody know. We are now back to redacting the There's Community complaints Community So just when you seeing where did this come from? That's the reason why so once you start receiving incidents that we're either opened or closed in August. you will start seeing the community other incidents. And on a very happy note. We have a new redactor that's going to be starting the day after Memorial Day.

00:20:00

Don Harrington: Thank you. Anybody have any questions for Joan?

Don Harrington: Okay katrien. I just Noticed that an has joined Dean you want to introduce yourself.

Dean Thomas: sure Dean Thomas PRC District north chair and I have Katrien here as well. She's my administrator or district North and District East for PRC. Don you wanted updates or would like

Don Harrington: Yeah, go ahead. Just we'll start with you.

Chat Message: Christina Hedges: Self-Care Conference:

<https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources/self-care-for-caregivers-conference>

Chat Message: Sara Pederson: Thank you!

Dean Thomas: Things are going District East or North excuse me is current and we're helping out with District East. I'm not sure if you're aware, but PRC did. Hire for a new District let Katrine handle that part of it and let you guys know what's going on with that. But that seems to be doing training for them and they're doing shadowing and doing some. chairing throughout the districts and getting up to speed so everything's good over here at district North Don and getting the behavior plans and out and approved and all that kind of stuff and reviewed and as quickly as we can so

Don Harrington: Well I'm certainly glad to that. I did present two plans to the west and the new state chair. I forget what she called herself, but she actually presented the meeting very polite. So I feel like good things are coming for. plans now So I'm glad. Katrien



Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM

Katrien Filez: Thank you. I'm glad to hear you met Cassandra. Yes. So...

Don Harrington: Cassandra yeah.

Katrien Filez: but first kudos to Dean thank you so much for all the support. You're giving to other districts. It's very much appreciated. So Cassandra is our sixth PRC chair. She has not District assigned to her but together and then she will. Provide support to the other five existing PRC districts with their overflow and she will also take care of the emergency PRCs. when these are submitted to PRC as we have only two days to Review and send out a disposition. So we need a team that is well-trained and very flexible. For now, her admin is hired is already trained and is supporting another District where we actually have a vacancy that would be in District central. So there we have. The Lawrence chair, but we don't have the admin any more. So if anybody knows Of being interested in joining the PRC team. We are hiring and administrative assistant for a district Central all meetings are virtual. So it doesn't really matter where in the state you are residing. We have the new revised Behavior Support manual going into effect next week the 28. So we started sending friendly reminders to the qualified vendors. through our monthly PRC newsletter These are also posted on the DS website. Every PRC district has also. Sent through mass emails the same message reminder. And these emails are sent to the beaver plan authors that each district typically works with. And we will continue doing this Elemental basis in highlight every time some other updates from the revised DSM. they're all posts, but we thought it might be good to have an additional reminder to those teams.

00:25:00

Katrien Filez: And I think that's about it.

Don Harrington: Have one question. So we continue to submit the plans to the five prcs. We don't submit any to the statewide, Okay, and I did get the newsletter. I think I want to say that's the first one I've gotten but very helpful a lot of good information in there for anybody who writes plans so

Katrien Filez: Yes. right Awesome. can I ask how come you only have received one? it goes out every month since last year.

Don Harrington: Thank you. I might have received more. I just wasn't aware that it was specific...

Katrien Filez: Okay.

Don Harrington: because I get so many. So I wasn't aware but this time I caught it and kind of read through I read the change on the plans the fact that the template is now required on all new plans,...

Katrien Filez: Yes.

Don Harrington: which is absolutely wonderful because I've been volunteered on those boards when they're just still writing them and it's a little tough to follow sometimes. In the new plan will keep you directed and focused on what it is that you need in that section.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Katrien Filez: Right, right. Absolutely. awesome

Don Harrington: So I think it'll be great.

Don Harrington: Any other questions for katrien?

Dean Thomas: And then Don just let you know that. Our disposition to Follows that format of the BP format. So when we go through and make our changes our recommendations those are all in each section, so it's not hard to find what we're talking about and where the change needs to occur so

Don Harrington: What just I noticed that on the last correction I had to do to a plan that was so easy and it doesn't overwhelm you as to how many Corrections are on there unless there's a lot of corrections. But yeah, it's very easy to read very you just go right there and...

Katrien Filez: Okay.

Don Harrington: there you are. So Yeah, so it's really great. I'm really happy all these changes are coming. I think they're gonna help and the fact that there's no more backlog that's gonna help a lot. So I appreciate goes efforts. In

Updates from the Arizona Department of Administration

Don Harrington: Larry did you I haven't called on Larry yet, right?

Lawrence Allen: You have not.

Lawrence Allen: Good evening,...

Don Harrington: Larry

Lawrence Allen: everybody. quick update for you New State fiscal year started in July. So that's up and going but we are almost a month and a half deep into that and So you're annual report will be due November the first. So you still have a few months to get that done Michelle and Morgan or we'll be working with you on getting some data that you need to for your report and anything I can do to assist you on that. Please let me know. I'll be happy to help. One other I guess housekeeping items for the new members coming on. We have a training that's going to be sent out to you through trade Corp. It's a law 2000 training so boards and condition. And so that will be sent to you here in the next four to five days be on the lookout from that for that and there's a conflict of interest disclosure statement as well that needs to be filled out and sent back to me or to our HR department And then that'll get that covered for Any questions that I could answer or try to answer for the committee? Yes, sir.

Don Harrington: I've got one last year. I used the format from the chair before me.

Lawrence Allen: Uh-huh.

Don Harrington: And I'm wondering if that format is going to change or it's still good.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Lawrence Allen: Format. Yes, the format's fine. Absolutely, that was great cover letter should be exactly the same.

Don Harrington: Okay.

Lawrence Allen: We'll get that back out to you guys. So you guys will have that a fresh letter on letterhead and all that and then you guys could just plug in your information or if you need help on formatting or putting it all together for the committee. I'll be happy to do that for you as well. So just let me know what you need help on if you need help.

00:30:00

Lawrence Allen: And we can get it that taken care of for you.

Don Harrington: Okay, I appreciate that.

Lawrence Allen: Of course.

Don Harrington: And I mean do my best to be on time this year?

Lawrence Allen: but I believe in you, Don.

Don Harrington: It could happen.

Lawrence Allen: You've done a great job.

Don Harrington: Leah was there any other questions for Larry?

Don Harrington: Okay, I want to get to Leah because I enjoy her the most so go ahead.

Leah Gibbs: I have the shortest speech on record. I think Christina provided our updates.

Don Harrington: yeah, yeah.

Leah Gibbs: Yeah, I want you to know that more than happy to answer any questions anyone might have for me while I am here.

Don Harrington: anybody

Don Harrington: I think not.

Leah Gibbs: Okay, Again I am sorry I was late but Christina we talked about PBS and okay great I think you got them Don.

Don Harrington: Ashley Mason



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Ashley Mason MSW: Hi I do not have any updates as far as Mercy Care I can answer questions. about The Altcs thing I know as much as you do like Leah said earlier. It is currently in process of Making another decision through AHCCCS. So that's where stands right now. Everything is paused. So the letters that went out. Stating you needed a new doctor. every paused so there is no movement necessary.

Don Harrington: Did you mention that you were a veteran rep or something like that?

Ashley Mason MSW: Yes. Yeah, I'm the veteran advocate at Mercy Care

Don Harrington: Where are you based out of?

Don Harrington: Are you based out of Phoenix?

Ashley Mason MSW: Yes, our office is in Phoenix, but I go where Mercy Care covers so throughout, Arizona.

Don Harrington: my wife worked out of the Cottonwood office. And she gave me your number as an advocate. So I have your phone number on the wall.

Ashley Mason MSW: Okay.

Ashley Mason MSW: All Yeah, you can always reach me at the OIFA team box too. If you have a general question,...

Don Harrington: Okay.

Ashley Mason MSW: or you want something Broad and Only a specific person can answer I can always send it to someone else and get an answer for you. You can reach us that way for team at Mercy Care az.org. Or you can reach me directly at Mason at Mercy careaz.org.

Don Harrington: Okay, it's Thunders getting quite loud and quite close. So if I go off that's why. I appreciate that. And I think we've covered about everybody.

Don Harrington: Michelle Do you want to get the citizen on now, or do you want to wait and do it in when we go into private session?

Michelle Rademacher: Yeah, so for the call of the public you want to do that in public session? And then procedural wise for private session just ask your committee if they would like to go in executive...

Don Harrington: Okay, so why don't you see...

Michelle Rademacher: if there's a reason to if it's not to discuss confidential incident reports or behavior plan concerns, then you can have that discussion out in the public.

Don Harrington: if he's there and we can see what is concerns are.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Call to the Public

Michelle Rademacher: it is time for the call of the public. If you have information that you'd like to share with the committee now is the time committee members are not permitted to comment or discuss on the topics presented and during the call of public otherwise to defend themselves that there was a reason to do so if you have something to say go right ahead.

00:35:00

Michelle Rademacher: Hello, Mr. Delgado. Are you there with us?

Michelle Rademacher: I'm sorry, so you're still on mute if you're speaking we can't hear you.

Michelle Rademacher: To unmute it would be star 6.

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

Michelle Rademacher: There you go. Now we can.

Don Harrington: Yes.

+1 928-*-**13:** What? okay, if you Actually that complaint guidelines under ISP and I'm texting in Gold Sometimes they don't remember on what's important to them but it works for that little area but way out we don't get that much input. But those are like me and others we do our best. What I wanted to ask. and the committee used to be the rights committee now it's IOC, but I don't know if it can compliance with your program or agenda, but I do research and I can't Devil stay connected to my attention on himself attitude. Group but at least they're quite a few of those things and the committee I want to know if there any way that keep that we could have on a committee like yours on the IOC be a member on the Ryan item to have a self-advocacy representative to tell the committee of what they are doing in the category before the public. I think that case that they do this. They have committed all kinds of them of course, but I thought it works in my attention. I was thinking under the human rights maybe a committed person from To help advocacy and they do a lot of things. And their group but I don't hear too much about it going before the public because something like going on made me maybe just one or advisory town. So tmh Council Town Hall. And I'm with wondering can this community or make a recommendation that maybe put it on the agenda as part of the input and update and I think that group has a lot to offer something that maybe a lot of us are not aware of. As I want to say I thought kind of important but I didn't know exactly what procedure of what the apartment policy or practice of my Lawrence. and in this area But it'd be nice if it was that's all. Getting my opinion. Thank you for allowing me to make very much.

Don Harrington: Michelle lets you take that one.

Michelle Rademacher: If the committee would like to add it to the agenda for next month to discuss.



Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM

Don Harrington: Okay, but the group he's talking about could join as a community member, right? So Mr. Delgado, can you arrange? Can you?

+1 928-*-***13:** What? Yes, go ahead. No, no, this is supported Advocate. I heard you say that I called it mistake and I do up they and I'm on a Sara Collins on tell the conference call when I'm winning. My input is from Arizona and I do a lot of me since updates on my private independent life and if there's something interesting. Alright keep it in my file and at the many kind of case Lord developed and involved in that decision till 19 clients. Mostly what it is. We're looking like two or three or four right now. We're looking about four of them right now, but that's not being discussed. It should be but today I just want to Make my remarks if it isn't compliance if it's by Lawrence and what I'm saying and that what I hate on other state they had to become advocacy group and boy, I hear a lot of pain and I just thinking being nice. I have one but curriculum and as one of the committed people when it's asked again update,...

00:40:00

Don Harrington: So Mr. Delgado, Mr. Delgado...

+1 928-*-***13:** what is your group doing? It says And the person who's given that they're going to have a meeting here. We've got a cleaning here and all of that is good. I like that Leah Gibbs does a lot of that and her leadership and really puts out a lot of interest not listening to that a lot. But that's okay. No. No, just before I do that. I want to make an inquiry to find out if it's possible that they could be involved. I don't know that the part on policies. Yeah, I want to find out what would it be like and I compare it with other states and...

Don Harrington: if I could interrupt with second.

Don Harrington: What is the name of the advocacy group that you want to be on the committee?

Lawrence Allen: Excuse me, Don. Don

+1 928-*-***13:** and they end their input but I haven't heard any kind of an input from Michelle analysis you on some of the age, yours a town hall advisory Council but to play Counting they do have Umlicit and self-addock's group, but the only one but I haven't gotten hole in that much but only because I just part of my learning from other states and what they do. And that won't put it then it's important. That's all I didn't make it a comment. And if I did maybe I can contact him, but maybe you're committed most likely but have up, say something. Hey, that's a good idea. I think they should be hurt you. I like to hear. All All right.

Ashley Mason MSW: I was going to say Mercy Care has a member advocacy. PS4

Lawrence Allen: I'm sorry guys gentleman He'll hear me.

Don Harrington: Yeah, you got to go Larry.

Lawrence Allen: No, we are for open meeting law. We're not allowed to have the back of forts with the general public on the call.



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Lawrence Allen: So we need to table this conversation and for the next meeting and put it on the agenda at the committee games. It's a important enough to do so.

Don Harrington: Okay.

Lawrence Allen: Sorry, but those are the rules.

Don Harrington: so you'll have to get in contact with Michelle before the next meeting to propose a Subject of conversation, okay.

Don Harrington: All right. Thank you.

+1 928-*-**13:** Thank you for allow me to make my remarks but I've been an immortal too forward because I'm not familiar on some of the policy retrieves you and Okay.

Don Harrington: Okay.

+1 928-*-**13:** I want to respectfully and in class in the morning trying to do something right? It's just the point of opinion I get you might say with other than that one.

Don Harrington: Okay.

+1 928-*-**13:** That's but I still have the good idea should be discuss and perhaps that could be the subject though. I understand that a lot of input. Like I said before we don't have too much about them and all these community that they have when they have updates.

Don Harrington: Mr. Delgado Mr. Delgado Mr. Delgado...

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

Don Harrington: if you want to present this as a subject for the committee,...

+1 928-*-**13:** methods

Don Harrington: you have to get in touch with either Michelle or Morgan O'Hara and they will put it on the agenda and only then can we talk about it? Okay.

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

Don Harrington: Go we can't open a subject. It's not on the agenda.

+1 928-*-**13:** No, no, I understand. That's when I'm not my own open to me Mark. I don't know that's something that with the practice and one to find out first. I just wanted because I'm not familiar with the president at this point and now it's explained it to me It's more clear and I want to punch it More legit the kind of persons in Amendment, saying and a person that area. That's all that's his point, but we already said...



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Don Harrington: Okay.

+1 928-*-***13:** what supposed to do that's good. I could follow through and I'm just trying to implemented in Africa that my subject and I'm talking about when I heard others love the state and...

Don Harrington: Okay, Mr. Delgado. All right,...

+1 928-*-***13:** thank you very much for my thanks.

Don Harrington: That's fine. We understand since it's not on the agenda. Then we can't discuss it. So you'll have to call Michelle or Madison and have them put it on the agenda and then we can discuss whether we want to hear it or not. Okay, that's the rules. Does anybody else have anything they want to mention or Okay, thank Everyone that's here. If I could get the committee members to stay on the feed for just one minute after Sara you Cynthia and Suzanne if you could hang on just for a second. the rest I think you can go about your evening.

Adjournment

00:45:00

Don Harrington: Thank you so much for being here.

Leah Gibbs: Thank you, Don.

Ashley Mason MSW: Thank you.

Dean Thomas: Thanks, Don.

Ian Wilson UHC: Hi everybody. Thanks.

Dean Thomas: Have a good.

Joan McQuade: Good night, Don.

Katrien Filez: Thank you.

Christina Hedges: Thank you.

Meeting ended after 00:45:34 🙌



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Information on the IR reviews

For **July IRs**, the Committee members have been loaded in the shared drive **390** incident reports. This included **24** open and **366** closed reports.

Type	Open	Closed
Accidental Injury	0	40
Consumer Missing	0	0
Community	0	1
Deaths	0	5
Emergency Measures	0	7
Human Rights	0	10
Legal	0	3
Medication Errors	3	40
Neglect	13	34
Other Abuse	0	13
Other Behavior	2	111
Other Hospitalization, Unknown injury	0	152
Physical Abuse	6	12
Property Damage	0	6
Suicide	0	2
TOTALS	24	366

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

Members of the committee will comment on incident reports directly and the liaison will send them to the Quality Improvement Manager.

The Program Review Committee (PRC) is being attended to by Don Harrington.

Adjournment



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, August 21, 2024 – 5:00 PM to 7:00 PM**

Don Harrington adjourned the meeting at 5:50pm. The next District North IOC meeting will be held on Wednesday September 18, 2024, at 5:00 pm. The meeting will be a virtual meeting.