



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, September 11, 2024 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually via google meets.

Meeting called to order by Committee Member, **Suzanne Hessman**. The date was September 11, 2024, at 5:01 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:

- **Suzanne Hessman, (Chair)**
- **Sarah McGovern, (Vice-chair)**
- **Elizabeth (Beth) Bird**
- **Kin Counts**
- **Teresa Brooks**
- **Tonia Schultz (non-voting member)**

Absent:

- **Selina Kataria**
- **Aimee Griffith-Johnson**

Public in Attendance: **Keith Jansen**

Arizona Department of Administration (ADOA): **Larry Allen, Timothy Tait**

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

Healthcare Plan Liaison: **Dawn McReynolds** (United HealthCare), **Wendy Herring** (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 PRC Administrator DE & DN)

Bernice Sanchez (District East Program Review Committee)

Trudy O'Connor (District East Quality Improvement Manager)

Joan McQuade (Office of Individual and Family Affairs Manager)

Morgan O'Hara (IOC Liaison)

Michelle Rademacher (IOC Liaison)



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

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.

DDD District East IOC-Conference Call line – 2024/09/11 16:47 MST – Transcript

Attendees

+1 480-***-**56, +1 480-***-**98, Berenice Curro Sanchez, Christina Hedges, Dawn McReynolds UHC OIFA, Joan McQuade, Katrien Filez, Keith Jansen, Kin Counts, Lawrence Allen, Leah Gibbs, Michelle Rademacher, Morgan O'Hara, Sarah McGovern, Suzanne Hessman, Teresa Brooks, Timothy Tait, Tonia Schultz, Trudy O'connor, Wendy Herring - Mercy Care OIFA

Transcript

Call to Order

Sarah McGovern: Okay, so this session of the Independent Oversight Committee is now called to order. The date is September 11th, 2024, and the time is 5:02. We can go around. Do we need to do introductions first? Yeah. Or do I need to go ahead and do the conflict of interest first?

Conflict of Interest

Morgan O'Hara: You can do the conflict of interest.

Sarah McGovern: So do we have anyone that has to disclose a conflict of interest?

Sarah McGovern: I think that would be a, no.

Sarah McGovern: Okay, and should I do the call to the public first or do?

Introductions

Morgan O'Hara: We can do introductions. Established.



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Sarah McGovern: All right, we'll go ahead and do introductions. I'm Sarah McGovern Vice Chair, IOC East. Kin, would you like to go next?

Kin Counts: It's good evening, everyone. This is kin counts and committee member district East

Sarah McGovern: Okay, and Susie. Would you like to go next?

Suzie Hessman: Suzie Hessman, Chair District East

Sarah McGovern: that one work. Was that loud enough to record?

Sarah McGovern: She was kind of coming in All right. Tonia

Tonia Schultz: I am Tonia Schultz. I'm the ATPC facility representative and non-voting member.

Sarah McGovern: Okay, and Beth I know you were on.

+1 480-*-**56:** Yes. Elizabeth Bird Committee member.

Sarah McGovern: All right, and then I believe that we had to hold on. I know we had to Teresa.

Teresa Brooks: Hello everyone. Teresa Brooks, I'm a District East IOC member

Sarah McGovern: Okay, and did I get all of our committee members or did I miss anybody? I see some phone numbers. I don't recognize.

Sarah McGovern: All right, I think that's good for the IOC members. Morgan, can you help me with the other introductions?

Morgan O'Hara: Absolutely Larry. We start us off.

Lawrence Allen: Start getting into Larry Allen to Arizona Department Administration.

Morgan O'Hara: Thank you. Tim.

Timothy Tait: Hello. I'm Tim Tait, an assistant director at the Arizona Department of Administration.

Morgan O'Hara: Thank you. Leah.

Leah Gibbs: Good evening, everyone. I'm Leah, Gibbs. I'm the Bureau chief for the DDD CARES administration.

Morgan O'Hara: Thank you, Christina.

Christina Hedges: Hi, good evening, everyone. I'm Christina Hedges, the DDD CARES administrator for the Office of Individual and Family Affairs.

Morgan O'Hara: Thank you, Katrien.



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

Morgan O'Hara: Thank you, Berenice.

Berenice Curro Sanchez: Good afternoon Berenice Curro Sanchez, PRC district East Chair.

Morgan O'Hara: Thank you, Joan.

Morgan O'Hara: you're muted, Joan.

Joan McQuade: Good evening. I'm Joan McQuade. I'm a manager with the Cares administration and I'm here supporting Michelle and Morgan.

Morgan O'Hara: Thank you, Trudy.

Trudy O'Connor: Hi. All I'm Trudy O'Connor from District East Quality Assurance and I'm the manager.

Morgan O'Hara: Thank you, Michelle.

Michelle Rademacher: Hi everybody. My name is Michelle Rademacher. I'm a DDD Independent Oversight Committee. Leah's Also with the CARES administration,

Morgan O'Hara: Thank you and Frederica.

+1 480-*-***98:** Hi everyone. This is Fredica. Graham with AHCCCS.

Morgan O'Hara: Thank you. That's everyone. I'm yes,...

Sarah McGovern: What about Keith?

Morgan O'Hara: I'm so sorry. I have you highlighted down. I don't check box next to your name. That's what got me. yes, Keith

00:05:00

Keith Jansen: My name is Keith Jansen. I guess I'm a member of the public for this. I'm a District South IOC Committee chair An honorary member of districts East.

Sarah McGovern: You are.

Morgan O'Hara: yes, thank you for being

Lawrence Allen: Technically, you're an hoc member of the committee so you can participate in discussions, but you just can't vote.

Keith Jansen: Understand I had no intention on voting.



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Lawrence Allen: Good.

Morgan O'Hara: yes, thank

Sarah McGovern: I was going to ask Larry about the call to the public because he had said that, as an ad hoc member, he would not be considered a member of the public. Okay?

Sarah McGovern: Did I miss anything there? We're all good with that.

Morgan O'Hara: Okay.

Sarah McGovern: Do I need to do the call the public now? Or

Joan McQuade: There is a phone number ending in five six. I'm not sure who that is.

Call to the Public

Sarah McGovern: do we have? Anybody from the public? On this call.

Sarah McGovern: I will take that as a no.

DDD Staff Updates

Sarah McGovern: Okay, so We have the consent agenda items. I'm not sure. I've never seen this in this format Morgan with conse Agenda items maybe considered for approval as a single action. But I believe the next one is DDD staff updates.

Morgan O'Hara: Yeah, just kind of is formatted differently but it's all the same content.

Sarah McGovern: Okay, what do we have for DDD staff updates?

Morgan O'Hara: Katrien do you have any updates for us this evening?

Katrien Filez: Sure, I do. PRC staff updates. District Central is in the process of hiring a new administrative assistant, and we might have mentioned that in the previous meeting. We have hired an additional PRC chair to support all five current districts. She is almost at the end of our training; just a few weeks ago, she was almost ready to start chairing independently. and I think Staff updates. That's about it for PRC.

Morgan O'Hara: Thank you, Berenice. Did you have anything?

Berenice Curro Sanchez: I do have an update but with sadness. We are going to announce something, and I'm not sure if I should do it or Keith. Would you like to do it?

Keith Jansen: Yeah, you can do the announcement.



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Berenice Curro Sanchez: Sadly Keith is engaging in a project that will not allow him time to continue participating at District East as IOC. Volunteer. So after a year of supporting District East, He will believe finish this month and then as of October, He will no longer be able to support district these by participating in our PRC meetings. So I'd like to take this opportunity to thank Keith for all his hard work and all his support. I have to say there were several times in where we were in a pickle, because either we had to have Keith's switch from IOC to PRC, volunteer work at this cancel meeting. So he's safe for many days. We're very thankful for everything he did. So Thank you so much, Keith. We've started to see that you will be missed in District East, but we also want to wish you the best as a union member. So, thank you, everybody, and that's pretty much all we have for District East.

Chat Message: Christina Hedges: Thanks Keith!

Keith Jansen: yeah, just thought I'd let you know that the reason I'm not going to be available for regular duty is I received a new command in. The military. That's why I've had to go back to school. And take a couple of. Courses that they want me to take to be ready for the new command which starts October 1st. And I will Doing a lot of traveling, and My meetings will start about 10 pm to 2 am because I'll be dealing with people on the other side of the earth. So, you have to be available when they can have their meetings. I will however be available and Katrina knows that if you should have. An emergency meeting come up where you need an IOC to?

00:10:00

Keith Jansen: Go over the right, restrictions on an emergency basis. I will be available, but in the afternoon, not in the mornings, because Otherwise, I could be tied up. With. Somebody from the other side of the globe.

Katrien Filez: Thank you, Keith, you're the best.

Keith Jansen: Don't know about that, but I try.

Suzanne Hessman: Okay, thank you very much for everything you've done. We really appreciate it.

Keith Jansen: You are very welcome.

Sarah McGovern: That's it for our DDD staff updates.

Morgan O'Hara: We have a few, more DDD stuff I'm Trudy. Do you have any updates?

Trudy O'Connor: Just a couple. It was last month, and currently, we have one fact, a Finder vacancy. Right now, it looks like we've got over 800 incidents that were processed in the month of August. Thanks.

Morgan O'Hara: Thank you, Joan. Do you have any updates for us?

Joan McQuade: Yes, I do. We have hired a fourth redactor. And he started with us the day after Labor Day. He seems to be a really good fit for the team and he's still going through all of his training. and as far as,



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The actual state training. There's a lot of different required training. But hopefully, by next week, we will start training him. in the fine art of redaction and he will be joining us to help us get caught up with our backlog. so, I will keep you guys posted. We'll see where we're at with everything. by your next meeting on feeling very positive fingers crossed.

Chat Message: Dawn McReynolds UHC OIFA: I apologize, I'm Dawn McReynolds in for Ian Wilson for UHCCP.

Morgan O'Hara: Thank you, Christina. Do you have any updates for us this evening?

Christina Hedges: Yeah, I have a few updates. so these are Leah's updates that I'm gonna graciously share on behalf of her. maybe not. So, the legislative session has officially wrapped. There were a small number of DDD bills that have been passed into Law, which'll have a minor impact on their bills that related to overall Medicaid policy. And once AHCCCS updates its policies then that'll trickle down to us and we'll be updating our policies. Some of the internal work that we continue to do is really our big focus on our request for qualified vendor applications, which will go into effect on January 1st. This is the most comprehensive update that we have done in over a decade on. We expect new elements. That'll work to improve the overall quality and service throughout the network. If vendors are leaving the network, we do have plans in place to ensure that the members that they serve will transition over to other vendors. We continue to work on our NCQA, which I always need to look up. What that means. It stands for the National Committee for Quality Assurance Accreditation in Case Management and Long-term Care Supports and Services. If we received this accreditation, we will be the first stage state agency to receive it. We will continue to be updating policies and procedures and rolling out training on aspects of this work which is going to continue to enable us to provide the highest quality services that we can. we are continuing to strengthen the behavioral health services, and we are doing that through four different initiatives. That really fall under that behavioral health theme, our dual diagnosis training, which was rolled out to behavioral health providers across the state. And there's a curriculum of online, trainings, specific to best practices of supporting people with IDD, we've had over 3600 unique, behavioral health professionals, who have completed, at least one of the courses. We held an in-person conference just last week on called Bridging the Gap in Phoenix and we had I want to say around 300 people, or even maybe more than that, I don't remember the exact number but I think it was Over 300 on the first two days and the third day was devoted just to be board, certified behavior analysts and I believe that was very well attended as well.

00:15:00

Christina Hedges: We also held one in May and Tucson and we had a few hundred behavioral health professionals. Come together there as well. another one of the behavioral health, Initiatives that we are rolling out is the positive behavior, support training that is very near and dear to Leah in my heart. it is targeting direct support professionals as well as family and caregivers. And as we continue to roll this out, I think our latest numbers show that we have over 8,400, direct support professionals and caregivers trained, as well as a few hundred family members as well. Yeah, it's really exciting. Thanks for that Our new behavior-supported group home model, we are working diligently on getting that up and running as quickly and thoughtfully as we can there have been some roadblocks but we are moving forward to



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identify vendors who can support this service and those services, really aimed to have it, positive impact on those members that really need the additional support when it comes to challenging. I think, hold on. we have some more. Ddd is embarking on a really thorough strategic planning process, which actually started the discussion about it just yesterday. We expect to publish a five-year plan and in the middle of 2025 we will be getting extensive state stakeholder feedback when it comes to the strategic plan on and we want to be able to provide a vision of what we really want to do for the community. As a whole, we have had current and future planning to address internal compliance and really set the stage for a forward-thinking process. Again, this is going to be a process over the next few months. And we do anticipate that the DDAC will be a big part of the process as well as well as the IOCs. We hope to have more details as this moves forward. And finally Leah, do you want to share about the self-care conference? I know you're very excited about it. Keith

Keith Jansen: Sorry I have a question you said you're going to roll it out in the middle of 2025 is that the middle of the calendar year or the middle of the fiscal year?

Christina Hedges: Calendar year. Sorry, I should have clarified that Keith.

Keith Jansen: Thank you.

Christina Hedges: Thanks for asking.

Christina Hedges: so Leah, I'll reserve this last Yeah.

Leah Gibbs: It is for saving the best for Thank you. So, as we did last year, as you know, we're rolling out self-care for caregivers conferences. This year, we did the one last year. And this year, we're doing two, because the need was so great, and the interest. So high that our first one is in October The third is in Tucson at Casino del Sol. we still have a little bit more space for registration on that one where we've been able to secure the facility for up to 250, participants, And so, we do have room to accept a few more registrations for it. The other one is going to be in Phoenix and that is going to be on October 16th at Desert Willow Conference Center. And that one has been at capacity and then some for registration and we cannot accept any more registration for it. However, we continue to be very excited about it and we hope that we will get a full contingent of representatives to the Tucson One and hopefully, it will be just as productive as last year. We have keynote speakers. There are breakout sessions with professionals to talk about self-care and to give family members and direct support professionals tools and how to take care of ourselves. So that we can do a good job of helping to support others. There are going to be multiple resource tables at both events so that families can take advantage of those opportunities to talk with folks and Get some more resources, There will be activities and networking activities during the day and hope that people will walk away. Remembering that they're not alone and connecting to somebody else who might have something in common with them so that they can maybe have that relationship. Even after the conference is over, so we're excited. We continue to have our partnership with both of our health plans to help us with this event and we're very grateful for their support. And that process is Good. Hey, Keith.



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Keith Jansen: Yeah, I just had an idea and I'm sorry if I'm sticking my nose in where it doesn't belong. You said the Phoenix one is already booked solid. You can't take any more registrations.

Leah Gibbs: Yes. Yes.

Keith Jansen: Have you guys started Let's say somebody calls in to Phoenix. you can say, this one's full, but if you can make this one in Tucson,

Leah Gibbs: Betcha. We've already made that as part of our auto response that they have the option to go on a waitlist, or they can register for the Tucson one. And if they register for the Phoenix one, as we learn We're releasing people from that, wait list to be able to attend But we're hoping I appreciate that.

Keith Jansen: okay, Just an idea.

Leah Gibbs: Yeah, it's a great idea. We shared the same great idea. So thank you.

Leah Gibbs: Thanks, Christina. Does anybody have any questions for even one of us?

Christina Hedges: Course.

Leah Gibbs: Thank you.

Morgan O'Hara: All right. I think that's all of the staff updates.

Updates from the Arizona Department of Administration

Sarah McGovern: Okay, then we would be moving over to ADOA updates.

Lawrence Allen: Getting One quick update for the group, I did send me Google form to your inbox, Susie for the annual report, it's pretty self-explanatory. When you enter your response it'll default to the next question and it saves your response and then when you're finished it'll kick back those responses back to your inbox for your record. Keeping and I will get a copy as well. the answers that are entered in the Google form, obviously will not capture everything, you want to put on your report. So, Feel free to edit that report as much as necessary, and let me know if you have any questions. I know this committee had a subcommittee that did the annual report. If I remember correctly, I would be happy to have a call with them.

Suzanne Hessman: The subcommittee was Sarah.

Lawrence Allen: I'd be.

Sarah McGovern: No, a committee of what.



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Lawrence Allen: I would love to have a conversation with you when you're ready to sit down and go through this report. It's simple, and I could help you walk through it. We can work together to get that done for you.

Suzanne Hessman: So Larry I did look at it and I went through all seven pages today and...

Lawrence Allen: Okay.

Suzanne Hessman: filled in the things that were. Yes, no quick things already. What I was curious about is what format does it because right now it's just pages. Does it convert then into a Word document?

Lawrence Allen: Into a Google sheet. Yes. Yeah.

Suzanne Hessman: Okay, so once you hit the Submit button, then it converts it to a Google sheet that you can then go in and edit and add things to Okay.

Lawrence Allen: Sarah, whenever you're ready, I will send you the Google form. Take a look at it. It's fairly easy to follow, but let me know if you have any questions.

Sarah McGovern: Okay.

Lawrence Allen: Send me an email, a text, or a call, and we'll get it done.

Sarah McGovern: I'm just laughing because we just want a huge grant and I am creating the community program from the Absolute Zero. And so I'm like another report

Suzanne Hessman: Okay.

Lawrence Allen: Hopefully this will help take some of the pressure.

Lawrence Allen: I'll say you.

Sarah McGovern: I will wait anxiously by my inbox.

Lawrence Allen: That's the only update I had for the committee.

Sarah McGovern: Thank you, all right,...

Suzanne Hessman: Thank you.

Lawrence Allen: Of course.

Updates from Healthcare Plans and AHCCCS

Sarah McGovern: then we'll be moving to the healthcare plans and AHCCCS Updates.

Sarah McGovern: And Morgan. I might need a little assistance there with since I know there's a bunch.



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Morgan O'Hara: Yeah. Looks like Wendy and Dawn have both joined us.

Wendy Herring—Mercy Care OIFA: I'll go first with Mercy Care. I apologize for being late. I was my son's transportation tonight. Mercy Care does not have any updates. Does anybody have any questions for Mercy Care?

Wendy Herring - Mercy Care OIFA: Okay, thank you.

Dawn McReynolds UHC OIFA: Morgan. This is Dawn McReynolds I am here for Ian Wilson tonight.

Morgan O'Hara: Yeah, go ahead.

Dawn McReynolds UHC OIFA: Both Mercy Care and United have had the pleasure of working with the self-care conference. I'm very excited because I'm able to present on care for communities. And so this is just rubber meets the road information for members and families to kind of understand the impact of trauma on their being and navigating through their mental health journey which anytime I can have an opportunity to help support the community and their learning and growing and healthcare journey. I'm going to dive in and I apologize that I'm not on camera because for some reason my cameras not working. So the other update that I have is there are a lot of changes occurring. From access in our realm as OIFA around our credentialed populations. So that's Credentialed, Family support. As you all know. Every time I'm on an IOC I like to discuss those two roles as in any health plan. Those are the rules that we kind of oversee and so we have a lot of changes going on. I'd like to encourage anyone who works with members and family members who have behavioral health support and may or may not have credentialed support to go on to the AHCCCS website and type in the Behavioral, Health Covered Services Guide. I don't know if one of my counterparts, Wendy's really swift and quick. I don't know if she could find the link. And put it in the chat for y'all but what the changes really are around is the billing process of these two populations within the behavioral health community. And there are a lot of our DDD members who do receive behavioral health support. So I think it's really relevant and important on this call to just talk about, how these services are kind of changing with regard to providers offering them and feeling for those services and the other part of the equation would be what's called the I don't know, really, the official name of that. Christina, thank you.

Christina Hedges: The AHCCCS Medical Policy Manual is what AMPM stands for.

Dawn McReynolds UHC OIFA: It's the AHCCCS medical.

Christina Hedges: Medical policy, man.

Dawn McReynolds UHC OIFA: Thank we just support another car stumbles. But I think the most important thing is that if you want to know more about the training requirements and the oversight of these populations, those are two policies that govern them. So it's policy 963 that governs that training requirement and kind of the oversight of those individuals. And then for credentialed, family supports that



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maybe even more important. For all of you is ampm 964 and those again, are all of the curriculum requirements for people that people have to go through to be trained and recognized. Thank you, Wendy. There are links in the chat for you guys to look at. And the reason that I think this is important,

Chat Message: Christina Hedges:

<https://www.azahcccs.gov/PlansProviders/Downloads/MedicalCodingResources/AHCCCSCoveredBHServicesManual.pdf>

Chat Message: Wendy Herring - Mercy Care OIFA:

<https://www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/OIFA/familysupport.html>

Chat Message: Wendy Herring - Mercy Care OIFA:

<https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/964.pdf>

Chat Message: Dawn McReynolds UHC OIFA: Dawn_McReynolds@uhc.com

00:30:00

Dawn McReynolds UHC OIFA: To further, just discuss quickly is, our families are unaware of their rights and supports that are in place and that's why DDD, Leah, and Christina are, involved in the behavioral health process and have really taken the reins of educating providers and families. So, these are essential roles to support individuals, navigating that and I also want to add recently. There's been a lot of myths around these roles that, there's now legislation, finally looking at, overseeing the training and I just want to tell you there's been oversight. Within these two realms since 2012 in Arizona. Of course, it's grown and oversight has increased and so forth as we grow as a system. But they've always been regulated and very important roles as far as He said that he is going to try to jump back on the meeting if everything resolves in a quick manner. But otherwise that's a report for CCP from an OIFA perspective. If you folks have any questions, I'll put my direct email in the chat. And again it's great to see everybody.

Chat Message: Michelle Rademacher: We added a DDD Commonly used Acronym sheet the the resource folder in the IOC shared drive too.

Sarah McGovern: Thank you.

Morgan O'Hara: Think and then we also have Frederica here with us as well.

+1 480-*-***98:** Hello. This is Frederica with AHCCCS. I don't have any updates but happy to take any questions.

+1 480-*-***98:** You guys hear me? sorry.

Sarah McGovern: Yes.

+1 480-*-***98:** I'm on the phone so I can't see anyone.



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+1 480-*-***98:** So, if no questions.

Sarah McGovern: Yeah, I think we have no questions. Thank you for the

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

Updates from DDD IOC Liaison

Sarah McGovern: Okay, so that would take us to the DDD IOC liaison update.

Morgan O'Hara: Yeah, so to continue on with your data like Trudy said there was over 800 incident reports that were for the month of August, but we have about 300 of those still in our audit and redaction phase and those should be getting sent out pretty soon of a large batch coming. There were 37 questions. Submitted to the Quality Assurance Manager for the month of August. And you guys did receive a sheet of responses from April 2nd as well. There's a copy in the shared drive for reference, you need that at any point. The next DDD IOC statewide chairs meeting has been scheduled for October 2nd at 5:30. So anyone that would like to join us just, please let me or Michelle know when we can get The link. And then, the last one I had was the next DDD public Town Hall meeting for member's families. Providers will be held on Thursday, October 3rd from six to eight.

Sarah McGovern: Does anybody have any questions regarding that? From IOC.

Policy Updates

Sarah McGovern: Okay, thank you So I guess we're moving now to policy updates, and would that be Susie,

Suzanne Hessman: I think Morgan was on there because Teresa had some questions last meeting that couldn't be addressed because we didn't have them on the agenda. Correct. and...

Morgan O'Hara: You correct? Yes.

Suzanne Hessman: I was transitioning from my car to the house is Teresa on our call?

Teresa Brooks: I am not prepared to talk about it. I apologize so much. I just had a busy, difficult month, and I'm glad to be here today.

00:35:00

Suzanne Hessman: That's okay.

Teresa Brooks: so, Yeah,...

Suzanne Hessman: We're glad you're here, too.



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Teresa Brooks: I have some questions on how I can move forward with presenting that so, I need to get that together. Before I do that.

Suzanne Hessman: okay, I think we had that for policy updates and then also the discussion about DCS and APS, is that? What you were thinking about Teresa?

Teresa Brooks: That I think of it there was one about a policy update where it was about the cameras. Is that what we're talking about here? Sorry, I've got 10 million things going on right here.

Suzanne Hessman: Yes.

Teresa Brooks: The other one was some incident reports, and that's the one I'm not prepared to speak about today. The policy update was regarding cameras in group homes. I don't have an in front of me, but it was. It stated that. A group home could have their own cameras in there, but at any time, for whatever reason, they can remove the cameras from the common areas. but they would have to notify the families but it didn't give a time frame of when they had to notify the families. And I suggested that they give a 30-day notice. So that it would give the families in the home if they wanted to put cameras together in the common areas then they would have time to get that together. So there wasn't the lap of no cameras at all in the common areas.

Suzanne Hessman: Teresa, I haven't read that policy you're talking about. I know that there were recent changes to the way they could add cameras in the group homes. Did it have anything regarding? If the group home takes them out the families together are allowed to do that.

Teresa Brooks: Yes, families are allowed as long as their guardians or members are in the group home. They can put in their own camera system, which is paid for and monitored by them.

Suzanne Hessman: Interesting. Okay, that's good to know.

Teresa Brooks: Yeah, I didn't know that either, and that's why I picked up my interest. So, they're allowed to put a camera in the member's personal bedroom. And they monitor and pay for that. Then, the group home management can put cameras in the common area, and they monitor that. But then the member's guardians or the members can put their own system in the common areas of the group home.

Suzanne Hessman: But they have to have the agreement of the guardian or member of everybody who's in the home.

Teresa Brooks: Yeah.

Suzanne Hessman: Okay.

Suzanne Hessman: Kin has a question.

Teresa Brooks: And did you have a question? Yeah.



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Kin Counts: Yes really does to that. Yes, I do understand. From there before, if one member doesn't give consent, then they cannot have cameras at all. Or if only one right here, I believe. So it has to be a hundred percent agreement consent to have that. So

Leah Gibbs: That is my understanding as well kin.

Kin Counts: I understand.

Teresa Brooks: Yes.

Kin Counts: And then, with regard to the DCS/ APS, I have a question: Is that? When we send that for investigation, I mean, I mean, during incident reports, I understand that they look at different things, and so we wouldn't know exactly what is going on. And so whenever the student report states that her APS report things like that, that's really nothing much we could command unless there is a trend. Am I correct? Yeah.

Leah Gibbs: I'm sorry, but I don't feel really qualified to answer that one for DCS or APS. Or are you asking about whether DDD is trending?

Kin Counts: So every time when we have the instant report they will say, per APs DCS report and then they describe whatever kind of not really describe a summarize. What's going on for us to look at it to review, that's really nothing much. We can look at it, I mean to comment really because it will be under APs or DCs report. So, I mean we are just looking at it and then, we wouldn't know much. It's Trudy.

00:40:00

Trudy O'Connor: Hi Kin. When we start out with that introduction of a described incident and say, "It's like her APS," that's just describing how we received the information. So that's the source of the report. Their investigation and findings are separate from ours. But we do trending as well for incidents. We've received it. Does that help?

Kin Counts: I have to process. Thank you.

Sarah McGovern: Okay, Teresa you had and then Keith.

Teresa Brooks: And if I recount in a recall and that meeting that was a statewide IOC that we discussed that and they said at any time, we can request records from APS and they even gave us the website. Or the email to do that.

Kin Counts: Right. Yes.

Teresa Brooks: But I don't know. I don't recall them saying that we couldn't request it unless there was a trend. They just said we could request it.

Sarah McGovern: Keith, do you have a question?



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Keith Jansen: A comment. In the state meeting in case. Everybody wasn't, one of the things that surprised me was, That. The difference between APS and CHS is that APS has a group of people who work within DES, so they know all the DES regulations. they work hand in hand with them. Chs does not. But we started to ask them questions in the state meeting. And they were not prepared to answer them. because, they didn't bring the right people because we were asking questions about the investigations. and so this next meeting, From what I understand, they're supposed to have somebody there that can answer those questions about the actual investigation and what the process is. So we'll get more questions answered, but they also have training online. So, you can find out how to work with them. I've already done that. Training, always back. They gave us the that was on. The. Minutes for the state meeting. Like I said, what I'm hoping is they're going to actually show up at the next state meeting. With some people because, it, please don't take any offense at this Leah, but when you get an administrative type in there and you want to know, what the people on the ground are doing, which would be the investigators. Sometimes the administrator can't tell you exactly what the investigators are doing and how to work with them, how to get in touch with them, stuff like that. So, please don't take any offense But each person has their kind of expertise field. And they were going to. Once they found out there were certain questions we wanted answered. Then they were going to say Okay we can have somebody at the next meeting that will be able to answer those more detailed questions.

Sarah McGovern: Leah.

Leah Gibbs: Thank Keith. It was never offensive. Don't even worry about it. Teresa, I just wanted to close the loop, though. If you don't mind, when you mentioned that you read the policy and that you had a recommendation about putting a minimum timeline for notifying families that the vendor removes the cameras, did you submit that in writing? Comment back to the policy unit.

Teresa Brooks: I sure did Leah.

Leah Gibbs: And that's exactly where it needed to go. Thank you.

00:45:00

Teresa Brooks: Okay, thank you.

Sarah McGovern: did we have more discussion about the DCS/APS in terms of DDD?

Sarah McGovern: It's on our agenda. from my notes, from the last time I had, we were discussing the fact that we are looking at contract compliance Through IOC, but again, with to speak to what kin was saying about not feeling like we don't have that extra. Piece. Once it goes to APS.

Discussion of Possible Committee Membership

Sarah McGovern: All right, then I guess we can move it along to a discussion of possible committee membership. I don't know if we've had any applications or any potential members, Am I asking the right question? Okay.



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Suzanne Hessman: I haven't seen anything in the email, so I mean that it would come from Morgan.

Morgan O'Hara: at this moment, there's not

Discussion and Review of Incident Reports and Behavioral Plans

Sarah McGovern: Okay, all we're holding strong with what we've got, so I think we had a heyday where we might have gotten into the double digits for two months. That was pretty, darn exciting, I have to say, so, we'll just continue as we are. And discussion and review of incident reports and behavioral plans, does anybody have anything specific? They want to bring it up before I go over our assignments. And it concerns you have about your specific areas. So as I still have listed, we have kin on physical abuse and med errors, Suzanne you're on death and suicide. I'm still on neglect. Beth you are on DA, which is covering the Coolidge area. We've got Teresa on human rights and other abuse. We've got Amiee on emergency measures. Selena is on accidental injury, I believe.

Sarah McGovern: I think I've got everybody there. I don't think any left anybody out.

Sarah McGovern: Keith, you have a question.

Keith Jansen: Just going to mention. Don't you guys have other injuries unknown?

Sarah McGovern: Not We've got other abuse. but,

Keith Jansen: Okay, I just wondering we get a file that's listed other injuries unknown. That's different districts are getting,...

Sarah McGovern: Yes.

Keith Jansen: little different files.

Sarah McGovern: Yeah. ...

Keith Jansen: Sorry.

Sarah McGovern: That's okay. It's a very good question, and it's always up for discussion. Yeah, yes, Michelle.

Michelle Rademacher: Those files are provided to the district However, we do put those in the archive and they are available. If you'd like to review them. We understand that there are a lot of IRS to review and District East has their interested categories. All are assigned out at this time, I just wanted to clarify that for Keith, so he was aware

Sarah McGovern: And, I think I knew that and sometimes there's so many details that the days when I had time to just Cruise through everything and snoop around, are kind of limited these days. But thank you for reminding us of that.



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Michelle Rademacher: That's not a problem. And there is a new category that we've been adding as well. I'm sure you're excited to hear that. It's called community Other

Sarah McGovern: I do remember talking about that. Then again, if anybody has any questions about incident reports, please send us an email when you finish reviewing a packet of them with a specific date range. Please let Morgan know to archive them, and you can see Susie or me on that email. Then she'll be happy to take care of archiving girls.

00:50:00

Sarah McGovern: All right, so, it looks like we're at the public comment portion here. I don't know if we have any. Public comment. Sorry, I'm getting a little lost here on my sheet. Morgan. Give me a little. And we established,...

Morgan O'Hara: Yeah, you're all good. That's the call of the public. You're good.

Sarah McGovern: we don't have any members of the public here this evening so then,

Morgan O'Hara: That last section is for the executive session. If that is needed.

Sarah McGovern: okay.

Morgan O'Hara: So we just put it on there, just in case the committee needs it. But I haven't heard any concerns that would need to go into one.

Sarah McGovern: Okay.

Chat Message: Kin Counts: Thank you everyone.

Sarah McGovern: Yeah, I don't think we had anybody voice anything to go into the executive session. So, Okay, then I think we can move to a journey meeting.

Sarah McGovern: Would that be correct? Okay, so...

Morgan O'Hara: Yes.

Adjournment

Motion and Vote

Sarah McGovern: then I will ask for emotion for the adjournment of the District, East Independent Oversight Committee.

Sarah McGovern: Do I have someone to? Put forward that motion.



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Suzanne Hessman: This is Susie, I'll make a motion to adjourn.

Sarah McGovern: Okay, do I have somebody to second that motion?

Kin Counts: Kin Counts, second.

Sarah McGovern: All right, then we will adjourn this meeting of the independent oversight community on September 11th at 5:54 p.m. Our next scheduled meeting will be on October 9th from five to seven p.m. again, and it will be virtual. Did I miss anything there? Morgan? Okay.

Morgan O'Hara: Needed. Great job. Thank you.

Suzanne Hessman: Thank you so much for facilitating your we did a great job. Thank you.

Sarah McGovern: I always have a little stress reaction but then it's not so hard once you get doing it.

Suzanne Hessman: Yeah, I know. You did great.

Sarah McGovern: All thank you, everybody. You have a lovely evening and We'll see in a month. Okay.

Suzanne Hessman: Thank you.

Christina Hedges: Everyone.

Joan McQuade: Thank you. Good night.

Katrien Filez: Everyone.

Meeting ended after 00:53:21 🙌

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Kin



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Medication Errors- Kin

Neglect - Sarah

DA/All IRs - Beth

Accidental Injury -

PRC – Kin

None currently- Tonia

For **August IRs**, the Committee members have been loaded in the shared drive **857** incident reports. This included **51** open and **806** closed reports. ATPC had **47** totals with **0** open and **47** closed.

Type	Open	Closed
Accidental Injury	2	130
Consumer Missing	0	12
Community	1	36
Deaths	4	10
Emergency Measures	1	4
Human Rights	5	4
Legal	0	1
Medication Errors	4	44
Neglect	24	56
Other Abuse	4	9
Other Behavior	0	320
Other Hospitalization, Unknown injury	0	163
Physical Abuse	6	12
Property Damage	0	1
Suicide	0	2
TOTALS	51	806

Number of Questions for Quality Assurance Manager: **37**

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

The Program Review Committee (PRC) is being attended to by **Keith Jansen**. Reviewed by **Kin Counts**.



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Adjournment

Sarah McGovern adjourned the meeting at 6:01pm. The next District East IOC meeting will be held on Wednesday October 9, 2024, at 5:00 pm. The meeting will be a virtual meeting.