

AHCCCS Central Oversight Committee IOC  
Public Meeting Minutes  
Wednesday, October 16, 2024

## Call to Order

Meeting called to order by Committee Chair Holly Geiszl. The date is October 16, 2024 at 5:20 pm. The meeting was held virtually through Google Meet.

## Welcome and Introductions

### Attendance in Person:

- Holly Geiszl
- Rachel Streiff
- Joel Thompson
- Jack Potts

### Absent:

- Matthew Moody
- Sommer Mutter Walter

### AHCCCS:

- Fredreaka Graham

Arizona Department of Administration (ADOA): Lawrence Allen

### RHBAs:

- Ian Wilson with UHC OIFA
- JoAnne Kautzman with Banner Health
- Tyson Gillespie with Mercy Care
- Maria Reyes with BCBS
- Deb Jorgensen with AzCH

## AHCCCS Central IOC Meeting Transcript (2024-10-16 17:16 GMT-7)

### Attendees

Deb Jorgensen, AzCH-CCP-RBHA, Fredreaka Graham, holly gieszl, Ian Wilson UHC, Jack Potts, JoAnne (Jo) Kautzman, Joel Thompson, Lawrence Allen, Maria Reyes, Rachel Streiff, Tyson Gillespie, Mercy Care

### Transcript

**holly gieszl:** We do have lots of applications for membership, which is very cool. And I'm Energized. My camera is not working on this computer for some reason. I don't know why. And I'm not going to ask my staff to stay and try to straighten that out.

**Lawrence Allen:** It's no problem.

**holly gieszl:** Do that. I know that Sommer is attending but has important staffing with her two children, who have autism, and who Have their quarterly or periodic sad thing. So maybe we'll wait a minute or two and Larry will not be here. I'm sorry that I will not be here because he has a big meeting in town with a crisis, folks from All over. Rachel's here. So, if summer makes it

**holly gieszl:** We'll have a No thanks so much. Okay bye. See you tomorrow.

**Jack Potts:** I've got to leave for a short time, so I apologize. I sent an email late on that.

**holly gieszl:** I haven't seen it, but

**Jack Potts:** I know it's okay.

**holly gieszl:** And as usual, we have all of our community folks here, which is always nice but Joanne. Dr. Potts. What time do you have to leave?

**Jack Potts:** the 8 minutes 5:30

**holly gieszl:** all Let's see. Who's here? from everywhere. We've got of course. Larry and Frederica. people are joining, we have

**holly gieszl:** I have people and Deb Jorgensen.

**Deb Jorgensen, AzCH-CCP-RBHA:** The Arizona Complete Health, Complete Care Plan. I'm the UEFA And member advocacy representative for Arizona complete health.

**holly gieszl:** For Arizona complete. Okay, do you know Dr Lecavalier?

**Deb Jorgensen, AzCH-CCP-RBHA:** Worked with him in different groups but not well,...

**Deb Jorgensen, AzCH-CCP-RBHA:** that's why not.

**holly gieszl:** two.

**Jack Potts:** May I ask a question generally. Ms. Diesel just of the providers, it's an informal question before we set up. I've got a possible patient smi coming out of the valley-wise first.

**holly gieszl:** Sure.

**Jack Potts:** Hospitalization probably voluntary.

**Jack Potts:** Hey, are there? some clinics that all so will with the SMI services, offer physical exams and general medical care. Now.

**Tyson Gillespie, Mercy Care:** Dr. Potts. There are integrated clinics and the SMI continuum. And if you email me or give me any information about where that member Lives or will be living. We definitely can identify an immigrated clinic that can provide both physical and mental health.

**Jack Potts:** They live in and I appreciate it.

**Jack Potts:** Rachel, you're mute.

**Rachel Streiff:** I have a question on this. I thought every health home had both primary care and psychiatric services at this point, and that's why we're calling them Integrated Health homes. And that every SMI member would be assigned to one of those. Is that not the case are some like Psych and SMI only versus

**Tyson Gillespie, Mercy Care:** I'm talking and you are referencing across the whole central region. So not just a Maricopa. So some of the sites that may not be a maricopa or real far-flung, and in Maricopa may not be integrated, but most of the kind of the core part of Metropolitan Maricopa County Phoenix area would. But there are some that are not

00:05:00

**Rachel Streiff:** Okay, could you also send me the list?

**Tyson Gillespie, Mercy Care:** I definitely can't. I will follow up with our adult services team tomorrow and get a list over.

**Rachel Streiff:** Thank That would be helpful.

**holly gieszl:** and I think that's a topic,...

**Rachel Streiff:** Thank you.

**holly gieszl:** We've had some really good presentations from access and other partners in the past on whether it be the special assistance group or various topics, is that something that mercy could Do a presentation on for us? What's the status of implementation of the health home concept? Where are they? If you can do an overview of services that they offer, maybe a map and...

**Tyson Gillespie, Mercy Care:** With more. We definitely can.

**holly gieszl:** That sort of thing.

**holly gieszl:** Right.

**Tyson Gillespie, Mercy Care:** And we'll talk about, across the Central region, what?

**Tyson Gillespie, Mercy Care:** Services are available across the region.

**holly gieszl:** I think there'll be a lot of people interested in Cluding. folks from organizations who might like to attend. I know that's a hot topic.

**Tyson Gillespie, Mercy Care:** Is that something? I don't know how November falls with the holiday season starting in November. Is that something you'd like me to see we could do in November only or

**holly gieszl:** Yeah, We'd be thankful for that.

**Tyson Gillespie, Mercy Care:** And I will follow up and get back to you as the chair of, how long we need and what we can present on.

**holly gieszl:** And we'll make sure that the other locs are where you'll be doing that presentation. So that Northern Southern and Ash can join. Hi Joel, thanks for joining us. Right. Okay.

**holly gieszl:** We've got a quorum. and maybe we want to. I'd like to talk about One item up front while we've got everybody here and just get a quick consensus on it. Dr. Potts has to leave Joel. So we'll try to do this really quickly. We have three resumes from people.

**Jack Potts:** You miss giesel. You want to call a meeting to order first? but,

**holly gieszl:** I was going to wait for more but because we're not good to vote.

**Jack Potts:** Okay. ...

**holly gieszl:** That's fine.

**Jack Potts:** I don't care, I'm sorry.

**holly gieszl:** We'll call it to order and we have a quorum and I'll read off the people who are present, Holly giesel, Jack Potts, Rachel strife, Joel Thompson And we have community partners present from Arizona, Complete Mercy, Care United and where's is banner on.

**JoAnne (Jo) Kautzman:** Yeah, this is Joe Banners here. Hello.

**holly gieszl:** Hii Joe. And I think I did miss anybody.

**Maria Reyes:** Maria with Cross Blue Shield, Health Choice.

**holly gieszl:** Yeah, you're not showing up on my participant list but that's anybody else? okay, so we'll just have a working meeting to invite the people who have applied, we also have

**holly gieszl:** A couple of one person who's attended meetings. Social worker at the county public defender's office. And she will be attending another when she's back from the Trinity leave. She just had a baby, her fifth. And so I told her we couldn't cut her any slant for that. If she'd done that five times, she's a pro at it right? But She was referred by Rachel and we do have some other moms who are interested I believe and could be family members and we have two enrolled members who have expressed an interest in attending. One is a former client of mine and I both are former clients.

**holly gieszl:** I think they will be excellent because they've had a range of experiences in the system. And as well as some interaction with the criminal justice system. So they have a great experience there. Let's do it. One. Quick Visit report Dr. Potts. We had a great Visit a fascinating place. I had never been before. Did not know it existed. It's a large birth and it had lots of empty beds, which was interesting. So Dr. Potts knows about it. If you could quickly do a site review on that,

00:10:00

**Jack Potts:** Yeah, two things one. Would you kindly send us all a copy of the applications? Okay, great.

**holly gieszl:** Yes.

**Jack Potts:** I'd like to prove. Secondly, Yeah And I want to and I don't have my notes here. It was a one that I had previously visited which is primarily a substance abuse program.

**Jack Potts:** And it's on Broadway wasn't in Mesa there. Yeah and...

**holly gieszl:** Yes.

**Jack Potts:** I think it's about being sorry.

**holly gieszl:** Center and barb.

**Jack Potts:** yeah, and it has its primary 12 step oriented and they have. A lot of programming. Theoretically, we didn't see a lot. We saw that they did have groups and we don't know how repetitive, but it was very clean. It's well staffed 24/7. and the staff, with whom you spoke were very helpful, do you have the name of it? Because I didn't think I'd be At the meeting for this presentation.

**holly gieszl:** That's right. Yeah, I'll get it.

**Jack Potts:** One of the concerns I think. that there's a lot of individuals who get admitted there and leave within 24 to 48 hours.

**Jack Potts:** and I reviewed those on the iads. There's a handful of people leaving. and a lot of these are people coming out of jails, the hospital saying they want treatment, they'll go in there and once they get that he realizes rules they can't have a phone for a while or they have to do groups and things like this and they leave and that was a concern partly because I think probation officers and other individuals would be saying We'll get you to a placement but not telling what the restrictions would be at that placement and probably because people say, I'll do whatever I need to do to get out of jail and they go there and leave right away and a concern it's a waste of resources and it's not fair to the patients who go there to not fully know what the getting into and even if they do then the legitimacy of their agreeing to go was a question because of the our secondary gain of getting the hospital, but it was very clean and that they had beds. Available was an issue, too, because We shouldn't have problems with finding housing for individuals, which is always a concern that this committee looks up anyway.

**Rachel Streiff:** It was not sober housing,...

**Jack Potts:** I'm sorry.

**Rachel Streiff:** or was it a bhrf?

**Jack Potts:** It was licensed to the birth and it's got some very good staff there and it used to be under CBI. I think may still be

**holly gieszl:** So I was really impressed with this facility. There was a lot of activity, there was a master calendar up. You can see the groups. The rooms were large. Had originally been a nursing home so it was built code a long time ago. And then it was a

**Rachel Streiff:** Was this something vista? The name of it? Yeah, that you. Yeah.

**holly gieszl:** Yeah.

**holly gieszl:** and then it became an assisted living home. So it's laid out in a typical sort of, Elf T-shape format, they had Nice sitting rooms TVs. It was quiet, patients were getting their medical assistance in taking their meds. We saw the group rooms. The staff were welcoming, they were open. We had a really good conversation. And I think what was most interesting was that they were willing to express their frustration that they weren't full and that there was nothing to do

**holly gieszl:** About people who want to leave. They can say, come on, stay for dinner. They can try to engage the person but they have many months at least half 50 to 60 percent of their people who come and stay a day or two days. And if half to two thirds are out of jail, What this really says is that hopefully they might be willing to do a study, is that We have these scarce and valuable birth beds, which are really being used as a motel for a few nights. For people who just get out of jail or decide, they need a place to go and sleep, they need a home and food. And then they leave.

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**holly gieszl:** I think that it's less that they didn't know. I think met Most of those people have probably been to these places before. I think that it's really probably more of an issue of untreated substance use disorder. And a percent who have also other comorbid diagnosis of, that would be qualifying for SMI. so, It was interesting and a positive experience to see this good facility. And Half empty.

**Jack Potts:** It was I think Rio de Vita was that not its name?

**Rachel Streiff:** Or was it Canyon Vista at 860 North Center Street now? Okay?

**Jack Potts:** No. No,...

**holly gieszl:** No.

**Jack Potts:** real DeVito.

**holly gieszl:** a canyon vista is just around the corner and...

**Rachel Streiff:** Right.

**holly gieszl:** I was actually at Canyon Vista last week with a client But I can't count that as a site visit,...

**Jack Potts:** Yeah.

**Rachel Streiff:** Okay. Yeah.

**holly gieszl:** although it was Somewhat similar experience.

**Jack Potts:** I have to excuse myself. Thank you,...

**holly gieszl:** Okay, bye.

**Jack Potts:** both. Good signal, take care.

**holly gieszl:** So, I think that's interesting. And it is also interesting that most of the people were substance were sud, but primary diagnosis, but they do show up in our database. So we accessed it and we went

**Rachel Streiff:** Holly can I share a quick observation? Related to this.

**holly gieszl:** sure.

**Rachel Streiff:** So, the Mad moms have been attending hearings at Superior Court.

**holly gieszl:** Yes.

**Rachel Streiff:** for various SMI defendants, currently, in the criminal justice system, And one of the hearings that we attended was a series of it was a mental health court session. And there was a series of SMI individuals.

**holly gieszl:** All right.

**Rachel Streiff:** Kind of mostly being dispositioned to discharge from jail, to bhrfs. and many of them were there for As it let they were no stranger to the judge.

**holly gieszl:** Right.

**holly gieszl:** No. And this is a felony.

**Rachel Streiff:** The. Right.

**holly gieszl:** These are felonies. Yeah and

**Rachel Streiff:** And a lot of drug overdose. Situations had to happen with this population. A lot of drug-related charges, disturbing the peace, things like that and as Yeah,...

**holly gieszl:** disorderly.

**Rachel Streiff:** as someone who is familiar with the bhrfs. And This level of Sick individuals. Watching these rules, they weren't rule 11, It was a mental health court and imagining that this group of individuals. Was being discharged to a bhrf. I was honestly just kind of terrified...

**holly gieszl:** Right.

**Rachel Streiff:** because the majority of the bhrfs That I've got experience with and the level of care being provided the level of training. Is below what the people? I saw discharging from jail to a bhrf and...

**holly gieszl:** Right.

**Rachel Streiff:** The judge had this high level of confidence that they were going to receive the right level of care and treatment at this bhrf, that they were being discharged to. And I'm thinking Wow, that judge doesn't really realize what a bhrf is. And I am kind of scared about all of this and hearing you talk about the site visit Of the open beds people leaving after two days. I mean some of those people that I saw a judge discharge to a bhrf we're probably among them.

**holly gieszl:** Absolutely this problem, and it's Our judges.

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**holly gieszl:** if you read, what a birth is on paper.

**Rachel Streiff:** Yeah.

**holly gieszl:** and people who interact with patients, who are men and members who are in births, that what it is is not what's on paper. and I think that is the biggest issue that I have seen,...

**Rachel Streiff:** That's right.



**holly gieszl:** And Jack and I'm talking to some other people about how we really correct some of the misconceptions about what's inverse and do that with the judiciary. And on the other hand, our mental health courts are regarded as a very key part of the intercept model. And a very key part of keeping people out of jail. And so forth. So

**holly gieszl:** I think that our challenge is, we may believe that many of the births are broken, quote unquote, they don't deliver what people did the judiciary and believe it will deliver.

**Rachel Streiff:** Yeah. Yeah.

**holly gieszl:** They're all we have. As an alternative, I think that.

**Rachel Streiff:** This makes me sad Holly. Yep.

**holly gieszl:** Yes, it makes me afraid. Because in the past I didn't know. Five six eight years. I can think of murders. one that happened in a birth and the others that happened people who walked away from or weren't there very long. and I think that one of the things the access fraud cases have brought out is the level of training. I know that agents, the attorneys and so forth that I've worked with, not just FBI OIG, Attorney General's agents, were up. A Paul. That group groups, quote unquote groups. Build a therapy. Or run by unlicensed, uncertified individuals.

**Rachel Streiff:** There's another element of this Holly my understanding is that if someone is in a bhrf and they are on court ordered treatment and they walk away after two days. their court ordered treatment should be amended back to a hospital.

**holly gieszl:** It should be the treatment team that should be emitted. There should be an acot.

**Rachel Streiff:** Did you ask if any of those absconders had been amended?

**holly gieszl:** We did. And have said, they also did send an email thanking us for our visit. That's a first and saying they would follow up when we were there. i onlylike two or three individuals with SMI. most of the people not on an SMI caseload are not efficient.

**Rachel Streiff:** Okay.

**holly gieszl:** So that's why they had nobody there. Who was on a petition, the two they had were voluntary and they were still there which is, of course, great. But that's not the,...

**Rachel Streiff:** Right.

**holly gieszl:** That's not the problem. So I think that what we have

**holly gieszl:** I always try to look for the silver lining. And I think that if there's a silver lining in some of the site visits that we're doing, we are seeing how we really need to align. What are births doing?

**holly gieszl:** The on paper births are supposed to be done. And that would be something I think that mad moms and...

**Rachel Streiff:** Right.

**holly gieszl:** advocacy groups could really make a contribution in. And in particular looking at What are the qualifications of staff in the births? the groups who are doing quote unquote, Therapy.

**Rachel Streiff:** And is the clinical team available 24/7. Because these abscondings Happen at,...

**holly gieszl:** Right.

**Rachel Streiff:** 4:48 pm on Friday.

**Rachel Streiff:** here we are with individuals on cot, you're coming out of jail. And if they just abscond, without, Having a being hospitalized. They're going to die of an overdose or they're going to commit a crime and end up in jail or violate probation and perpetuate. This over criminalization of the smi population that is happening over and over and over this is what the moms are mad about. Yeah.

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**holly gieszl:** No, no. and I think that is for my perspective that this kind of the 64 million dollar question. And I remember having conversations with Deb years ago with you mean, there's a robust body of thought. and I certainly see it in practice that the problem with Court, order treatment with involuntary treatment is that it doesn't work and then people get done with that or when they can walk away they walk away and if you go Rachel you make the point There should be an amended court order but then you drag them back and is that going to be effective? it's

**holly gieszl:** yeah, I think it's the hardest, the saddest, the problem that we see certainly that I see with my clients although particularly when there's a dual diagnosis

**holly gieszl:**

**Rachel Streiff:** and our bhrfs staff trained to say, we've got a cot amendment or we need to put a petition in where's the Act team? I mean that's what worries me is the lack of training and that I see bhrfs.

**holly gieszl:** I think The answer to that is probably many things, it's highly variable. so I think that this is going to be for my standpoint.

**Rachel Streiff:** Yeah.

**holly gieszl:** I would like it as we go and do our site visits to continue to focus on how many people do walk away? How do you go and get them? This is like an expanded checklist that we started last year originally when we did some visits, we looked at things like cleanliness. Safety, crowding, adequacy for bathrooms, your human rights attributes. more safety oriented.

**Rachel Streiff:** Yeah.

**holly gieszl:** And I think Deb probably went on some site visits, I can't remember. But we were more focused on safety which is important. But I think now we're really beginning to ask more about Is the system responding to you.

**holly gieszl:** How's the system working with you? Are you engaging? We need to know why somebody wants to leave. Maybe they want to leave because the programming isn't helpful. I mean,...

**Rachel Streiff:** Right.

**holly gieszl:** It's easy to say, they all want to leave because they're junkies or they all want to leave because they're not taking their medicine. It's not easy to blame the patient, right?

**Rachel Streiff:** Probably because they weren't allowed their cell phones. I know my ward would run away, right immediately. If she wasn't allowed to have her cell phone, not that I love that. She has it all the time but that's the reality.

**holly gieszl:** and for living homes, that is a feature that we don't see in birth for Only smi admissions...

**Rachel Streiff:** Yeah.

**holly gieszl:** because they have an absolute Reasonable access to a phone. They don't have to have a cell phone in and...

**Rachel Streiff:** Right.

**holly gieszl:** I can't believe I went in to do the little classes on the Constitution. And I walked into some of the Swankiest schools. I went to one high school and there were four Tesla trucks in the parking lot. And I thought, Wow, this is interesting. I went to another high school where it was A really rough neighborhood. The common denominator and I couldn't believe it was, the kids get to have cellphones in high school in class.

**Rachel Streiff:** I've got high school kids Holly and I can explain that to you offline because it's a battle we can't win.

**holly gieszl:** I mean I said to everybody, you can keep your phones out if you want. Or you don't have to stay, if you keep them out, you've got to put them on airplane mode. If you come to my law firm because you sold half a million dollars of crack and you want me to keep you out of prison, you're going to be told to turn your cell phone off. And if you don't, then I'll tell you here's the name of three other lawyers to go see and they kind of turned it off and it was interesting. but I digress. I am appalled that People trying to learn a foreign language or advanced math or Russian history. Try to do it while they're on.

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**holly gieszl:** they're not on Facebook,...

**Rachel Streiff:** No, so Holly one other thing to the other point that you made...

**holly gieszl:** they're on that video thing Tiktok

**Rachel Streiff:** how absolutely tragic that we have open birth beds and 4800 people on a permanent supported Waitlist in Maricopa County,

**holly gieszl:** and all the homeless people who have an SMI diagnosis designation waiting,...

**Rachel Streiff:** Yep.

**holly gieszl:** There were two put together and it was big. They probably had eight or ten open birth bents.

**Rachel Streiff:** So, why isn't there a program for the high needs piece on How permanent supported housing list to be in birth?

**holly gieszl:** I had a simple question. Which Is there somewhere you call? And you tell them? This is the birth at this place, Central and Osborne. And we've got six open beds today.

**Rachel Streiff:** Yeah.

**holly gieszl:** And it's also tragic because they had a lot of staff. I was totally impressed and all of them came up and introduced themselves. they were very friendly and I think that reflects the sober living or you go. To an AA meeting or an NA meeting or something and they're my friend. Everybody's glad to see They're glad they're there. It's a welcoming community and we said, Gosh, you've got empty beds And they said, I know we're worried about it. Are we going to keep our job? Course they are. You can't have six staff. I mean they're with 12 patients or however many they have. So it was a good visit and I hope that everybody will do. We need to get on our site visits And get some more done. we will be going to Aurora

**holly gieszl:** Rachel. And I will be going to Aurora, which Will be interesting on the 31st.

**holly gieszl:** So summer, I believe I had looked at Iads. We'll talk about that. She went on her week away in the Montana Wilderness which is key to her sanity but I told her I add reviews up there. She could look at the Northern Lights but she still had to do IAD reviews, right? So, I have a brief draft of the annual report. I will circulate it and we will get Voted on if we have to do a telephonic meeting, hopefully and of probably the beginning of November will be able to have some of these, the new folks who are interested in joining attend. The next issue. Let's see.

**holly gieszl:** I think we have covered those issues, so I'd love to hear from the partners who are here Deb. You want to start off and is there anything you have to report from? Your place.

**Tyson Gillespie, Mercy Care:** Deb, you're on you.

**Fredreaka Graham:** You're on you.

**Deb Jorgensen, AzCH-CCP-RBHA:** I just noticed Sorry about that. I just wanted to share this is my first time sitting in on a meeting other than when I was at the IOC. So I wanted to get a feel for what you were asking and the discussions. So I don't really have anything to report. I just want to make sure that you have my contact information. I'll put it in the chat and that way I can be available throughout. And if you have questions about my health plan, Bring them on.

**holly gieszl:** Great. Thank you.

**holly gieszl:** Joe.

**JoAnne (Jo) Kautzman:** Hi everyone, Joe Kautzman with Banner health plan. I have no updates at this time. Thank you.

**holly gieszl:** Okay. Marie.

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**Maria Reyes:** I have no updates at this time.

**holly gieszl:** okay, Blue Cross Blue Shield was on

**Maria Reyes:** Yeah, it's Blue Castle, Blue Shield, Health Choice are Yeah.

**holly gieszl:** And choice, right? And yes, Ian

**Ian Wilson UHC:** Hi, good evening everyone. Unfortunately, I'm just standing in for Dawn, who's attending another meeting?

**holly gieszl:** but,

**Ian Wilson UHC:** So I'm more than happy to take any questions back to Don and the oifa team with the United Healthcare, but I don't have any updates for you.

**holly gieszl:** Okay, that's fine. Thank you for doing that. It's a Win Wednesday evening and...

**Ian Wilson UHC:** Yeah, absolutely. Happy to be a part of it.

**holly gieszl:** a nice evening. So you're doing it your duty, right? Frederica.

**Fredreaka Graham:** hey Holly, we have Any updates for you all tonight,...

**holly gieszl:** Hi.

**Fredreaka Graham:** but happy to take any questions if you have any

**holly gieszl:** Okay, thank you very much always for being here and being available and Larry, anything from the office of Administration other than we gotta get our report in.

**Lawrence Allen:** Good evening.

**Lawrence Allen:** Yeah, report is due November 1st, I do have a cover letter for you, Holly for the report and...

**holly gieszl:** thank you.

**Lawrence Allen:** in the email addresses where they're submitted So I will share that with you tonight or you'll have it Graham box tonight. Let me know if you have any questions or concerns on that.

**holly gieszl:** Perfect. I appreciate that. And Deb one of the things that we are blessed with since you were on the committee is we have this great support from access. And from the Department of Administration of When Senator, Barto, amended the statutes to move the administration of to the Department of Administration, and

**holly gieszl:** We actually got from the eye of the department funding for a professional person, who knows how to run meetings and knows how to liaise with all of the powers that be. And it's really improved my confidence that we're doing things, right and properly and in the way that we should be under the statutes and under the open meeting line, just everything. So it's been a journey but thanks to Senator Bartow. We got that she got that done and we've been blessed with Frederica and Larry and Frederica's predecessor. So, I think it is a pleasant evolution. And I worry every budget year that

**holly gieszl:** People see that it's important to have committees, have professional support and to do things appropriately. and we're able to do it. Also with video, which has really been helpful. That's I guess the silver lining that I see in Covid is that we all learn to do things in ways we didn't. And I think we are all more franchised and more broadly franchised than we were. So, that's all we have. I don't think we need to wait for summer. I don't want to What, Waste people's time. I appreciate everybody coming and Rachel. let's think about how we can incorporate maybe a more formalized checklist.

**holly gieszl:** it might be called system engagement questions, or I don't want to call it quality, I don't want to call it. I think engagement is entry exit engagement and looking at the programs that are being done in these facilities.

**holly gieszl:** Okay, thank you. Any other thoughts or questions or comments?

**Deb Jorgensen, AzCH-CCP-RBHA:** just to see you again, Holly

**Rachel Streiff:** No.

**holly gieszl:** It's good to see when you think, wow, look at that. You have an alarm, we have a leader alum. I still remember going to the play, it was down on the dowel and it was a theater and on Getting people to, it was really the expression of trauma violence and so forth, sexual violence in generalized, trauma in and using theater, as a way to explore that. And I can't remember the name of the

**holly gieszl:** Theater group, but it was kind of a street theater. It was made up of people who were in the system and all that it was a cool thing we should be doing. I love to see more of that. In the community.

00:40:00

**Deb Jorgensen, AzCH-CCP-RBHA:** Me too.

**holly gieszl:** So thanks for joining us. we'll see you all next month and we'll at that point, maybe have our new checklist and for system engagement or something like calls to get the questions. We talked about tonight. Thanks everybody for participating. Bye.

**Rachel Streiff:** Thank you, Holly.

**Deb Jorgensen, AzCH-CCP-RBHA:** Thank you. Bye.

**Ian Wilson UHC:** I thank you.

**Lawrence Allen:** Good night, everybody.

Meeting ended after 00:40:47 🙌

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