



**Division of Developmental Disabilities
District South Independent Oversight Committee
Meeting Minutes & Action Items
Monday, December 9, 2024 – 1:00 PM to 3:00 PM**

Call to Order

Meeting called to order by Committee Chair, **Keith Jansen** The date is December 9, 2024, at 1:07 pm.

Meeting was held virtually via Google Meets

IOC Members:

- **Keith Jansen**
- **Mario Gutierrez**
- **Angela Besemer**
- **Dimetri Gudino**

Absent Members:

- **Rachel Kundrat**
- **Octavia Lamb**

Public in Attendance: **None**

Health Plan Liaisons:

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

ADOA: Absent due to being on annual leave

AHCCCS: **Fredreaka Graham**

DDD:

- **Joseph Tracewell** (DDD District South Quality Improvement Manager)
- **Joseph Jensen-JJ** (DDD District South Quality Improvement Manager)
- **Andrew Miller** (DDD District South Quality Incident Specialist)
- **Michelle Rademacher** (DDD Independent Oversight Committee Liaison, CARES Administration)
- **Morgan O'Hara** (DDD Independent Oversight Committee Liaison, CARES Administration)



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Updated: DDD District South IOC-Conference Call (2024/12/09 12:43 MST) - Transcript

Attendees

Andrew Miller, Dimetri Gudino, Fredreaka Graham, Gutierrez, Ian Wilson, Joseph Jensen III, Joseph Tracewell, Keith Jansen, Leslie Leon, Michelle Rademacher, Morgan O'Hara, Wendy Herring - Mercy Care OIFA

Transcript

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CALL TO ORDER

Keith Jansen: *Hello this is* the 9th of December. yeah. Yeah you're up and recording. And it is 10:07. We're going to start the meeting for District South Independent Oversight Committee.

DISCLOSURES OF CONFLICTS OF INTEREST

Keith Jansen: Does anybody have any conflict of interest with anything that was on the agenda? Going once, going twice.

WELCOME AND INTRODUCTIONS

Keith Jansen: Okay. I want to welcome everybody. My name is Keith Jansen. I'm the District South Independent Oversight Committee Chair.

Keith Jansen: Mario,...

Gutierrez: Hi, I'm Mario Gutierrez, IOC District South Vice Chair.

Keith Jansen: Dimetri, and...

Dimetri Gudino: Hello, Dimetri Gudino. *District South IOC member.*

Keith Jansen: Leslie.

Leslie Leon: Hi, my name is Leslie. I am a South District IOC member.



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Keith Jansen: We're going to just go down the list here. Andrew, would you like to introduce yourself?

Andrew Miller: Andrew Miller, incident management specialist here at South

Keith Jansen: Okay. Fredreaka

Fredreaka Graham: Hello, this is Fredreaka Graham with AHCCCS

Keith Jansen: Okay. Ian.

Ian Wilson: Hi, Ian Wilson here with United Healthcare.

Keith Jansen: Okay. JJ.

Joseph Jensen III: Joseph Jensen with District South and I am a QA supervisor.

Keith Jansen: Joseph

Joseph Tracewell: I'm Joe Tracewell, District South QA manager.

Keith Jansen: Wendy.

Wendy Herring - Mercy Care OIFA: Hi everyone, Wendy Herring, Mercy Care, Office of Individual and Family Affairs.

Keith Jansen: And then we have our two IOC liaison, Michelle and...

Michelle Rademacher: Hi there, Michelle Rademacher, DDD Independent Oversight Committee Liaison.

Keith Jansen: Morgan. Okay.

Morgan O'Hara: Hi, Morgan O'Hara, the counterpart liaison.

Keith Jansen: Did I miss anybody? Okay. Sorry, I'm not calling them out by department. I just am not that swift.

District South IOC Member Key Communications & Updates

Keith Jansen: The first thing I'd like to do is have a District South IOC members update from the members themselves. I'll let you know I'm going to be gone for Christmas. I'm being shipped out to parts unknown but I'll be thinking of all of you and I'll still, in theory, be able to keep up with my share of the IRS. I should have decent communications. Mario.

Gutierrez: I will be here, in town. I'll be with family, working not on...

Keith Jansen: Will you be able to keep up with your IRS?



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Gutierrez: Yes.

Keith Jansen: Dimmitri.

Dimetri Gudino: I don't have any plans. I'll be here and available and I'll be working on the IRs that are sitting there now. I'll get those finished today and then I should be caught up and then I shouldn't have any issues through the holidays. Okay.

Keith Jansen: Just to let you know, every IR that has been posted is done, completely finished, even the October backlog has all been done.

Keith Jansen: Leslie

Leslie Leon: Yeah, I'll be in town and any AR, IRs sorry that needs to be done, I'll be able to do, Yes.

00:05:00

Keith Jansen: Okay, so Michelle has got you hooked up with the system. What I'm going to do is, you and I will talk, I'll call you or whatever. And I have certain files that are still open that aren't assigned. And basically, I'm going to assign you a couple of folders. If you have a problem with any of the folders that I assign you, then you let me know and I'll assign you different folders. And that way, if you do yours and Dimetri does his and Mario does his, we don't step on each other's toes too much. And we're just making. It keeps your workload to a minimum.

Leslie Leon: Okay, perfect.

Keith Jansen: Do you have any problem with that?

Leslie Leon: No, not at all.

Keith Jansen: And another thing I wanted to say is I wish everybody here today, especially my IOC committee and that's been here to support the district, a very merry Christmas. From there, does anybody else in the IOC have anything to say?

Gutierrez: Thank you, Keith. Merry Christmas to everyone.

Discussion and Review of Incident Reports and Behavior Plans

Keith Jansen: No problem. Okay, we're going to go to discussion and review of incident reports and behavior plans. That's IOC, are there any individual plans that you want to review? Going once, going twice, gone. I'll take that as a no.

Joseph Tracewell: Yeah. Hey Keith.



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Keith Jansen: Okay. Joseph

Joseph Tracewell: Hey. I don't know if this is the appropriate time to ask this question, but we were reviewing some IOC questions and just had a very non-member specific question for you. Could we ask that now?

Keith Jansen: Yes. If it's non-member specific.

Joseph Tracewell: Yeah, it was just an acronym that you used that we weren't familiar with and that was CRT.

Keith Jansen: What I meant, probably meant by it was the crisis response team.

Joseph Tracewell: Okay.

Keith Jansen: When you send out a crisis response,...

Joseph Tracewell: Okay.

Keith Jansen: I might have put the wrong acronym. I'm sorry.

Joseph Tracewell: no, we came up with two other options and neither of them were that. So, I think that does clarify things. Thanks.

Keith Jansen: Okay. I'm sorry. Finger got in the wrong key or something. Yeah.

Joseph Tracewell: no, no. You're good. There's a lot of acronyms and it's okay..

Keith Jansen: CRT is what I remember is a com crisis response team is the group that go out

Joseph Tracewell: Yeah. Yeah, that makes sense. We were thinking of a couple other options, but no, that makes sense. Thanks,

Keith Jansen: Yeah, Leslie, that's going to be one of the things that you're going to run across in IRs. And if you ever are not straight on what an acronym means, call Mario or myself or Dimetri and just ask because there's a sheet out there that has acronyms on it and they keep coming up with new ones so fast that there's no way to keep up with the new ones.

Leslie Leon: Okay, thank you.

Keith Jansen: And trust me, when you do that, just like what Joseph did. I'm going to use your name in vain here, Joseph. There is no such thing as a dumb question, because some of them to us might be self-evident, to you, might be like, I can't get that no matter what. Okay. I just thought I'd let you know. Division of Developmental Disabilities updates, staff updates.



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Division of Developmental Disabilities Staff updates

00:10:00

Keith Jansen: I didn't see anybody here.

Joseph Tracewell: I guess as far as District South goes, not really any updates other than we do have one vacancy right now that we're looking to fill for an incident specialist. So, we're down 1/4 of our incident specialist staff. So, it's a little bit tight at the moment, but we're hoping to get that filled sooner rather than later. So, it'll be posted hopefully.

Keith Jansen: Joseph, anything.

Joseph Jensen III: No,... That's kind of what we're focusing and hoping on hopefully filling that position maybe next month.

Keith Jansen: We'll be understanding. So, if it takes a little longer to get our IRs back to us, no problem. Totally understand.

Updates from Arizona Department of Administration

Keith Jansen: Updates from Arizona Department of Administration. I will tell you Larry, our direct superior in ADOA, is on vacation right now, so he won't be at this meeting to give an update. And he's usually the only person that gives an update from the Department of Administration, unless he passed word on to Michelle or Morgan or something that I don't know about.

Michelle Rademacher: No you are correct. We don't have an update to provide from Larry today. Sorry.

Keith Jansen: Leslie, you might remember Larry. He was at last month's meeting when you became a member, when you're voted in as a member.

Leslie Leon: Yes, I remember.

Keith Jansen: Like I said, everybody's due to take vacation. He took his.

Updates from Integrated Health Plans

Keith Jansen: Updates from the integrated health plans. AHCCCS Anything? Anything from act?

Ian Wilson: Hey Keith, Ian here from United Healthcare.

Ian Wilson: I don't have updates to pass, Keith, thanks.

Keith Jansen: Just want to make sure.



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Wendy Herring - Mercy Care OIFA: This is Wendy with Mercy Care. I have a "Save the Date" for the Mercy Care Connections Conference. It's scheduled for April 17th and 18th. There's going to be information coming out regarding it in the next coming weeks. And they're right now seeking exhibitors, presenters, and members. So it'll be terrific. It was a great success last year. So, I'll have more information as it becomes available.

Keith Jansen: Where is it going to be?

Wendy Herring - Mercy Care OIFA: Great question, Keith. You got me. I am in holiday mode. Phoenix Tempe area, I believe. It is going to be in Phoenix at the Double Tree Tempe, right by the Phoenix Sky Harbor Airport area.

Keith Jansen: Okay. Just catch a jet in and jet out.

Wendy Herring - Mercy Care OIFA: Just like that. Or we'll make our helicopter available for you, Keith. That was okay.

Keith Jansen: Okay, thank you very much.

Keith Jansen: I'll let you know what time to land. Sorry, not trying to push it too much.

Keith Jansen: Any other things from any other health plans?

Fredreaka Graham: Hey Keith, it's Fredreaka. You called me earlier, but then I don't think the others heard that. So, I don't have any updates from AHCCCS, but happy to take any questions if you have any.

Keith Jansen: *I don't have any right now.* Does anybody else from IOC have any questions of AHCCCS?

Keith Jansen: I'm going to take that as a no. Thank you very much Fredreaka for showing up.

Fredreaka Graham: No problem. Thanks.

Updates from DDD IOC Liaison

Keith Jansen: Updates from the IOC liaisons. Michelle

00:15:00

Michelle Rademacher: I have just a little bit, not a whole lot. I did want to make an announcement, especially at this committee. We learned and I attended, Keith received a volunteer award from the governor's office last week. We were at the state capital with the governor and her crew and there was a bunch of volunteers that had provided exceptional work throughout the state for the year. And Keith received the, oh shoot, I don't have the paper in front of me.



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Keith Jansen: lifetime achievement award

Michelle Rademacher: Thanks. Yes, the lifetime achievement award. He was and it was quite the honor and quite the reception. So congratulations Keith for all the work over many many years that you volunteered with the state and many different factions, that was an achievement you've definitely earned for sure.

Michelle Rademacher: Yeah, and then just my regular updates, the next statewide IOC meeting is January 22nd at 5:30 p.m. and that is a virtual meeting. The shared drive. We did have a backlog that we have provided to the IOC and that backlog was completed by Keith. That was the October reports. There were about two weeks, maybe three that we were behind on. So thank you Keith. You went through those quite quickly. There are just a couple left from September that most likely we'll be uploading either this week or next week as our redactors are finishing that off and we're getting those audited.

Michelle Rademacher: We'll do the same thing so that it doesn't seem like it's a daunting task when you see those backlogs come in, which is what we did is we created a separate folder and labeled it with the backlog as such. So that it's less stressful and less daunting than seeing a whole bunch of unexpected folders loaded in the drive.

Keith Jansen: Understand

Michelle Rademacher: And then speaking of numbers, for the month of November, we loaded 814 total incident reports for the committee to review. And your committee has gone through all of those already. There were 50 open reports and 764 closed reports. So the open reports, what that means is, those are still under investigation. Those are the most recent triaged reports by our quality team.

Michelle Rademacher: And the closed reports, that means those reports are all closed for investigation and they will have findings noted in those reports as well. And that's pretty much all I have. I really want to thank the committee for your emails and your communication. You've been excellent with that. I usually know what's going on, as to who's going to be able to come to the meeting and if we're going to have a potential for a quorum or not and that's greatly appreciated. And then I also usually know what I need to move out of those folders so that it's easier for you to get in and read the most recent uploads. So we really do appreciate your communication and your feedback. It does help and make a difference. So thank you very much.

Joseph Jensen III: I might have missed this. Was there a total for the questions for November that were submitted and returned for District South?

Michelle Rademacher: So the total of questions I have here for November, there was a lot. It was 71 questions from the IOC committee for November.

Joseph Jensen III: Okay, thank you. I hadn't caught that.



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Michelle Rademacher: Yeah. No, I think I skipped over that. Thank you for helping me with that. I appreciate it.

Keith Jansen: Means we're doing our job. We're asking lots of questions. I had a question of you, Michelle. Is there going to be any special Christmas, New Year's holiday schedule where *you're not going to be in*, we're not going to be receiving updates or is it almost every day except Christmas and New Year's?

Michelle Rademacher: So, I will have some time off. Morgan is still going to be in the office, so there will be some small uploads, but you are going to see a decline in those last two weeks of the year.

00:20:00

Keith Jansen: Yeah, we did last year,...

Keith Jansen: But right now, we're running about 33% above last year for the number of IRs.

Michelle Rademacher: Yeah. For the numbers. More members.

Keith Jansen: Yeah. Morgan.

Morgan O'Hara: *Yeah Michelle gave all of our updates for today.*

Keith Jansen: Don't want to leave anybody out. Are there any updates that I missed that should have been on the agenda? I think I got everything. Like I said, I want to thank you all for being here. I wish you all the merriest of a Christmas. And our next meeting is going to be on January 13th at 1:00 p.m. That'll be the second Monday *of the month*. Of the IOC's here, is there going to be anybody that will have a problem making that meeting?

Dimetri Gudino: I will be in attendance.

Keith Jansen: Okay. ...

Keith Jansen: So nobody should have any problems making it. We'll know as we get closer, but just trying to get a feel for it right now.

ADJOURNMENT

Keith Jansen: Then, I need a motion to dismiss.

Gutierrez: I motion to dismiss the meeting.

Keith Jansen: I need a second. What' you say, Demetri?

Dimetri Gudino: I second.



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Keith Jansen: Okay, we got a motion and second. Any discussion? Didn't think so. Now we need to vote. Who says dismiss?

Dimetri Gudino: I

Keith Jansen: I

Leslie Leon: I

Keith Jansen: Okay, *that's unanimous. As of 1:29pm on the ninth of December, this meeting has been adjourned. Keep safe everybody.*

Gutierrez: Merry Christmas

Ian Wilson: Happy holidays.

Fredreaka Graham: Thanks.

Meeting ended after 00:22:49 🙌

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The next regularly scheduled District South IOC meeting is on January 13, 2025 at 1pm.

For **November** 2024 IRs, the Committee members will have been given **814** incident reports in the Shared Drive. This included **50** open and **764** for closed reports.

Number of Questions for Quality Improvement Manager - **71 total** : Members of the committee will send the incident reports questions to the DDD Liaison, **Michelle Rademacher and Morgan O'Hara.**

Adjournment

Keith Jansen adjourned the meeting at 1:29 pm. The next District South IOC meeting will be held Monday, January 13, 2024, at 1:00 pm. The meeting will be a virtual meeting.