



**Division of Developmental Disabilities (DDD)  
District Central Independent Oversight Committee  
(IOC) Public Meeting Minutes Summary**

**Friday, January 24, 2025 – 10:00 AM to 1:00 PM**

Meeting called to order by Committee Chairperson, **Lisa Ehlenberger**. The date is January 24, 2024, at 10:01 am . **The meeting took place Virtually due to the desire of the committee to continue to meet only virtually.** No Physical location was requested to meet for this meeting.

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Attendance Virtually:

- **Lisa Ehlenberger -Chairperson**
- **Mandy Harman-Vice Chairperson**
- **Eva Hamant**
- **Carolyn Willmer**
- **Mike Johnson**
- **Megan McCarthy**
- **Stephanie Reynolds**

Attendance by Phone : **None**

Absent: **Amber Stock, Heather Marlowe**

Public in Attendance: **None**

Guests: **None**

Health Plans:

- **Ian Wilson** (United Healthcare)
- **Ashley Mason** (Mercy Care)

ADOA and AHCCCS:

- **Larry Allen -ADOA**
- **Fredreaka Graham** (AHCCCS)

DDD:

- **Christina Hedges** (DDD CARES Administration - Community, Advocacy, Resolution, Engagement, Support)
  - **James Maio** (DDD District Central Quality Assurance Manager)
  - **Thelia Morris** (DDD Strategic Planning)
  - **Monica Ramos** (DDD Strategic Planning)
  - **Jeffery Yamamoto** (DDD DCS Liaison, CARES Administration)
  - **Morgan O'Hara** (DDD IOC Liaison, CARES Administration)
  - **Michelle Rademacher** (DDD IOC Liaison, CARES Administration)
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## **DDD District Central IOC Meeting -Virtual meeting - 2025/01/24 09:45 MST - Transcript**

### **Attendees**

+1 520-\*\*\*-\*\*05, +1 520-\*\*\*-\*\*61, Amber Stock, ASHLEY MASON MSW, Christina Hedges, Curiosity Carolyn, Fredreaka Graham, Ian Wilson UHC, James Maio, Jeffrey Yamamoto, Jim Hamant, Lawrence Allen, Lisa Ehlenberger, Mandy Harman, Megan Ford, Michael Johnson, Michelle Rademacher, Monica Ramos, Morgan O'Hara, Thelia Morris, Thelia Morris's Presentation

### **Welcome and Introductions**

### **Conflict of Interest**

### **Transcript**

**Lisa Ehlenberger:** Hereby call to order this regular meeting of the DDD district central Independent Oversight Committee. Today's date is January 24th, 2025 and the time is 1002 a.m. It's a regular meeting of the IOC and is being held electronically and it's being recorded and the transcript of that recording will be posted on the ADOAC website shortly after. In an effort to avoid excess background noise and potential microphone feedback, please mute your microphone when you're not speaking. And of course, you can unmute yourself by clicking on the microphone bottom when you would like to speak. Additionally, I've been asked to read the following statement. Do we have anyone that has to disclose a conflict interest? If there is, the committee member needs to disclose why. if not, then we will now have introductions of those present in the meeting. My name is Lisa Ellenburger. I'm IOC chair at this time for District Central. And if I could get Michelle or Morgan to assist me with the others, that would be great.

**Morgan O'Hara: Eva** Can you go ahead and start us off?

**Jim Hamant:** Eva Hammond, IOC member

**Morgan O'Hara:** Thank you, Carolyn

**Curiosity Carolyn:** Carolyn Wilmer IOC member

**Morgan O'Hara:** Mike. Thank you,...

**Michael Johnson:** My name is Mike Johnson. I use he/him pronouns and I am a volunteer with IOC. Okay.

**Morgan O'Hara:** Mike. You're a little soft there. Megan,...



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**Megan Ford:** Megan McCarthy. I'm also a member of the IOC and I'm a psychologist Beloved and Associates.

**Morgan O'Hara:** Thank you, Stephanie

**+1 520-\*\*\*-\*\*05:** Hello. Stephanie Reynolds, IOC member

**Morgan O'Hara:** Christina, thank you.

**Christina Hedges:** Hi, good morning. I'm Christina Hedges. I'm the division's office of individual and family affairs administrator.

**Thelia Morris:** Good morning. I am DDD's strategy management administrator.

**Morgan O'Hara:** Thank you, Monica. Thank you,...

**Monica Ramos:** Hi, good morning. I am Monica Ramos and I am executive assistant to our DDD strategy management administrator.

**Morgan O'Hara:** James. Thank you,...

**James Maio:** James Maio I am the quality assurance manager for District Central

**Morgan O'Hara:** Jeffrey. Thank you, Larry.

**Jeffrey Yamamoto:** Hi, Jeffrey Yamamoto. I'm the DDD and DCS outreach coordinator.

**Morgan O'Hara:** Thank you Larry, There you go.

**Lawrence Allen:** There it goes. I wouldn't go off. good morning. Larry Allen with Arizona Department of Administration.

**Morgan O'Hara:** Thank you, Frederria. Thank you,...

**Fredreaka Graham:** Good morning. This is Frederria Graham with AHCCCS.

**Morgan O'Hara:** Thank you,...

**Ian Wilson UHC:** Good morning. Ian Wilson with United Healthcare Community Plan.

**Morgan O'Hara:** Ashley. Thank you,...

**ASHLEY MASON MSW:** Good morning. Ashley Mason, veteran advocate and adult behavioral health liaison covering for Wendy with Mercy Care.

**Morgan O'Hara:** Michelle. Thank you.



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**Michelle Rademacher:** Michelle Rademacher an oversight committee liaison with the DDD CARES administration.

**Morgan O'Hara:** I'm Morgan the other counterpart liaison and then I believe Mandy did join us as well this morning.

**Lisa Ehlenberger:** I Mandy if you want me to introduce I know that sometimes she's given me permission to do that at the beginning of the meeting. Mandy Harmon is an IOC member. she's been with me on the IOC for almost 10 years and she is a special education and general education certified teacher as well as a member of DDD.

**Morgan O'Hara:** I believe that was everyone yet.

### **Call to the Public**

**Lisa Ehlenberger:** So, I think we could go get ahead and get Correct, Morgan? Okay, I'm actually going to do call to since we haven't moved call to the public on the agenda yet. At some point in time, I would like to put it a little bit further down the agenda, but I know we have a lot of presentations and we have a lot of items in a short amount of time today. So, I'm going to go ahead and do call to ext to the public right now. I extend a welcome to any member of the public attending this meeting of the DDD district and central independent oversight committee. You're invited to make a comment if you wish, but your comments will be limited to three minutes and there will not be a discussion following your comments. And thank you for your adherence to this time. Do we have anyone from the public that would like to speak? Okay, sounds like there's no call to the public.

00:05:00

### **DDD Strategic Planning Presentation and Discussion-Thelia Morris/DDD**

**Lisa Ehlenberger:** So the first item on the agenda is a presentation. It is the five-year strategic planning presentation. And I know that in previous IOC I've heard that it's might take about an hour. So I just wanted to give everybody just a update on that so that we're prepared. thank you. I don't know who is here. I can't remember. but go ahead.

**Thelia Morris:** Thank you, Lisa. It's me, Thelia Morris.

**Lisa Ehlenberger:** Yeah. great.

**Thelia Morris:** Yes. No,...

**Lisa Ehlenberger:** Thank Okay, that's right.



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**DDD Strategic Planning Update**  
January 2025

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**Thelia Morris:** no worries. thank you for the opportunity to meet with you all today to talk a little bit about DD's five-year strategic plan and specifically the way in which we want to elicit as much input into this process as we look to define that strategic plan. So, I'm going to share my screen and while I'm going to do a little bit of talking up front, I'm going to try to be as expeditious as possible so that we do not take up, a whole lot of time because I know, as you mentioned, Lisa, you have a full agenda today. there's going to be some time where we're going to ask for your input. So, you won't just be hearing me talk a whole lot. Christina, my partner in crime, will help, facilitate some of those questions that we'll have, towards the end. Okay.



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## Agenda

- **Introductions**
- **Let's define Strategic Planning**
- **Why is Strategic Planning important?**
- **Recent DDD Strategy Efforts**
- **Strategic Planning timeline**
- **Envision the Future**
- **Wrap up and Next Steps**
- **Questions**

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**Thelia Morris:** so with that said in sharing my screen here hopefully technology cooperates today and it All bear with me. We look like we're cooking. All right. So, it has been about 10 years since DDD last published a long-term strategic plan and ultimately we feel that this is the right time for us to revisit our vision and our goals for the individuals that we support and your input will help inform DDD's strategic goals and vision for the future as we develop this five-year plan

**Thelia Morris:** And as we've been working through this process, we know that it is extremely critical that we gather input from those who are supported by the DDD program. And as I mentioned before, as part of our outreach that we've been doing over the last, few months or so, we are looking for as much information and input as needed to help us craft this plan. We have begun talking to DD family members of individuals supported by the program, providers, advocates, tribal nations, and those who generally have a vested interest in the individuals who are part of the DDD community.

**Thelia Morris:** So by the end of this conversation you will have a better understanding of what it is why we're doing it how we plan on getting it done and when of the strategic planning activities. So as you look at the agenda that's what we plan on getting it talking about and then as I said at the end of me talking you you will have the opportunity to share some initial All moving on to the next slide here. What is strategic planning? And for those of you who may not have had that experience in participating in strategic planning, allow me to share a couple of slides around what it is so that we have shared understanding of what it is we're looking



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to do. So it is a process that's going to help DDD map out its vision for the future and how we're going to get there.

## What is Strategic Planning?

Strategic planning is a process that helps DDD:

- **Map out its vision for the future, and**
- **How it is going to get there.**

The process determines DDD's decisions and goals.

DDD wants to create and publish a 5-year Strategic Plan in July 2025.

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**Thelia Morris:** During this process, we're going to make decisions for the future and we're going to identify our goals. And as I said before, we are looking to create and publish a five-year strategic plan. And our goal is to have that finalized by July of this year. when we talk about strategic planning sometimes we may get a little bit of mixed understanding around what it is we're looking in the time frame that we're looking to get things done and on this particular slide we're sharing with you that there are various ways in which you can do some planning and much of it is determined based on time frame right and how quickly you want to get things done in the operational and





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## What is Strategic Planning?

Level	Operational Planning	Tactical Planning	Strategic Planning
Time Horizon	Short-term (daily, weekly, monthly)	Medium-term (quarterly, annually)	Long-term (3-5 years or more)
Scope	Specific tasks and activities	Departmental or divisional goals	Overall organizational mission and vision
Focus	Efficiency and effectiveness	Resources allocation and implementation	Competitive advantage and/or sustainability
Decision-making	Detailed and operational	Resource and budget allocation	Policy and direction setting
Examples	Daily work schedules, inventory management, performance reviews	Department budgets, project plans, training programs	Organizational goals, mission statements, strategic partnerships

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**Thelia Morris:** tactical planning perspective, we're trying to get things done in a shorter window, So on the operational side, we're trying to get things done within three to six months. And ultimately, when you do those things, we're focusing on efficiency and effectiveness. Tactical planning, our focus is trying to get things done within one to three years, But when we talk about the big one, strategic planning, we're talking about three to five years. Sometimes some organizations may do it five plus years right but for we're talking about what does life look like in five years from now and with doing that we're going to be focusing on the organization's long-term vision we're going to outline the path to achieve our objectives looking at our mission our vision and our values okay so that is really where we're going to be focused on so this strategic planning section as





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## **Why is Strategic Planning Important?**

- Strategic planning clearly defines long-term objectives and maps out how short-term goals and work will achieve them.
- Aligns goals with external realities *e.g. member population is growing at high rate and how we adapt to DDD's mission*
- Expects challenges and leverages opportunities
- Gives a clear sense of where DDD is going and ensures teams are working on projects that make the most impact.

**If our goals and objectives are the destination on a map, the strategic plan is our navigation system.**

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00:10:00

**Thelia Morris:** we think about, those long-term goals. why is it important? So, strategic planning is important because it allows us to define those long-term objectives. And as I mentioned before, it helps us identify those short-term goals and how we're going to get there. what work do we need in order to meet those short-term goals that when it's all I guess linked together we get to that five-year plan right we also know that when we are thinking about strategic planning we have to think about external realities right so we know today one of our external realities beyond our control is that the DDD member population is growing at a rate and we have to adjust

**Thelia Morris:** and figure out how we, support that in alignment with DDD's missions. We also know that we have had challenges and we'll continue to have challenges. So, we have to think through what those are. We can't pretend that they don't exist. So, as part of the plan, we have to be honest with ourselves and identify those challenges. Then also on the flip side, look at those opportunities that exist that we may never have capitalized on because either we didn't have time or money or we didn't know what those opportunities are. So we want to be able to be open and honest with ourselves and look at what those opportunities are and determine whether or not it's the right fit for us during this next five-year journey. It's important for strategic planning because it gives us a clear sense of where DDD is going and everyone that is involved in this atmosphere of supporting the individuals that we serve that they understand those strategic plan objectives and those goals so they can work with us lock step. So from anyone who's working internally, on the DDB



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staff to those who are, our partners, whether it be provide or whatever the case is, the entire atmosphere, we want to make sure that everyone understands what those goals are so that we are partnering together in order to deliver them. And on this slide, I always like to read the very last statement, right?

**DDD Mission Statement**

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**Mission**

**The Division of Developmental Disabilities empowers individuals with developmental disabilities to lead self-directed, healthy and meaningful lives.**

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**Thelia Morris:** So if our goals and objectives are the destination on a map, the strategic plan is our navigation system. Now it is important for us to remember what the mission statement was because if you remember early on I talked about, part of the plan is to look at our DDD mission statement, So if we were outside of this and we were starting a brand new strategic plan, a new organization, we'd have to define a mission statement. But DDD already has one. And that mission statement says that the vision of developmental disabilities empowers individuals with developmental disabilities to lead selfdirected healthy and meaningful lives. Why am I mentioning that to you? It's because everything that we do when we talk about this plan and where we're headed and what we want to accomplish has to tie back to that mission. Okay?



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## Recent DDD Strategy Efforts

Current 2 Future (C2F) - Phase 1 ~2020-2022	Current 2 Future (C2F) Phase 2 ~2023 - Present
<p><b>Notice to Cure Resolution</b></p> <ul style="list-style-type: none"><li>• Vendor Call - Network Development</li><li>• Access to Care - Timely Delivery of Services</li><li>• Quality Management Oversight &amp; Administration</li><li>• Claims Processing</li><li>• Augmentative &amp; Alternative Communication (AAC) Devices</li></ul> <p><b>Nursing Assessment Process</b></p> <p><b>Tribal Health Program</b></p>	<p><b>Strengthening Behavioral Health Services for DDD Members</b></p> <ul style="list-style-type: none"><li>• Dual Diagnosis &amp; Positive Behavior Support Training</li><li>• Behavior Supported Group Homes*</li><li>• Improve the Behavior Plan Process*</li></ul> <p><b>Implementation of RFQVA DDD-2024</b></p> <p><b>NCQA Accreditation</b></p> <ul style="list-style-type: none"><li>• Strengthen quality of support provided by DDD staff, including addressing documentation concerns*</li></ul>

*\*currently in progress*

**Thelia Morris:** that becomes important as we talk further on around some of the things that we'd love to be able to do in those next five years. This slide want to share a little bit about some of our previous strategy related efforts that we have done in the last five years or so. So going back to 2020, the division spent concerted amount of time focusing on our notice to cures and we wanted to make sure that we were addressing any sort of corrective action and compliance related actions. So you'll notice that on here we've listed all of those corrective actions and notice secures that we worked on. In addition to which we spent some time transitioning the tribal health program the administration of that program from DDD over to AHCCCS.

**Thelia Morris:** Then the second phase of that current to future program began in 2023 and the focus of those initiatives primarily was around strengthen behavioral health services and specifically making sure that we had the opportunity to improve or to add on some training for those who support members that have a dual diagnosis. Right. And then we also working on projects related to increasing the number of behavior supported group homes that are available to members and also currently working on improving our behavioral plan process.

00:15:00

**Thelia Morris:** we've recently implemented the RFQVA project and also we're working right now on the NCQA and that stands for National Committee for Quality Assurance Long-Term Services and Supports



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Accreditation. and when that is all said and done we will have strengthened the quality of support provided by the DDD staff which includes addressing documentation concerns. We'll be updating policies and procedures to ensure that we are increasing the quality of support to So just a little bit of some of the kinds of strategic related activities we've done in the last few years.



**Thelia Morris:** No. that I've talked to you a little bit about let me talk about, the timelines and a little bit of how we're going to work to define this fiveyear strategic plan. So, right now, we're in this phase that I like to call gathering input. So we started that back in October of 2024 and we've been spending time over the last few months talking to individuals so that we can understand what is it that's important to what I like to call the voice of the customers listening and that's really what we've been doing asking questions and listening so we have spent time internally with our staff and then also we're spending the majority of time externally with those

**Thelia Morris:** individuals that we serve, but also in places like this where we're trying to get the word out and then be able to elicit input on where we should be headed. In addition to which we have a survey that is out that we've been collecting information and responses and input on and we're also looking at any data that we already have AHCCCS to, Because we've done surveys before, we have, information that we collect along the way here at DDD. So, we're also interrogating that information to help us understand, where are we with things and what are some of the themes that will help us define what this five-year plan looks like.



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So, once we're out of this gathering input phase, which will wrap up towards the end of this month, we are getting into that phase of defining priorities.

**Thelia Morris:** So, as information is coming in, we're already starting to identify, some potential themes that may be focus areas for us. We've not finalized it yet, but we're starting to gather some of that information. we're going to use that information to help us identify priorities, right? And then take that information to actually get into the process of actually drafting that strategic plan. So during that time when we're drafting the plan, we're going to begin to identify our goals and objectives. We're going to identify how we're measuring success, looking at DDD's vision, and then creating an action plan that will include initiatives and target date dates for completion. Right?

**Thelia Morris:** So you think about it, we've gathered information, trying to figure out the themes and synthesize all that information and then figure out from there what are the priorities? What are people telling us is most important for us to be able to accomplish over those next five years and then take it and write it in such a way where it makes sense. So we know the time frame we're trying to get some work done and then we figure out what those initiatives are that is going to help us achieve those goals and what the timing is so that we can report on how are we progressing on that plan right so it doesn't make sense for us to create something and not hold ourselves accountable to those plans right so that's part of what we'll be doing over the next few months during that time we will continue to provide updates and where we are

**Thelia Morris:** with the plan. We'll ask for feedback on what we've been collecting, what we are seeing, that sort of thing. we'll spend some time updating the community in June specifically, right, around that strategic plan and ask for feedback on what we've drafted, take the feedback, incorporate changes, as needed, and then look to finalize that plan come July. Right? So once we finalize that plan, we're going to post it, onto our external website, share it, through our various communication channels, but in addition to which use the website as a way for us to be able to track the status of where things are, right? And then we'll begin to actually implement and monitor how we're tracking towards our five-year strategic plan.

00:20:00

**Thelia Morris:** over those next five years, we're not just going to post something and then say we're done, right? We're going to have to check and adjust. So, annually, we'll spend some time looking at where things are and then making adjustments to plan to that plan because we know that the environment can change, And things that we thought were important or we understood were important in 2025 may look a little bit different from now. So, we always want to make sure we're checking and adjusting. So that is the way in which we are planning to develop this plan and if there isn't anything else that you hear from me today want to make sure that you understand that this is going to continue to be an inclusive process where we will gather feedback as we go along the way right so that is the update that I have and I wanted to share with you as it relates to the actual strategic plan process again why it is important why we're doing it

**Thelia Morris:** and how we're going to get there. as I move forward, I remember I said I would talk for a little bit, then I will stop talking and then hand it over to Christina who will take us through the next, portion of this



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presentation where you get the opportunity to provide, some input. I'm going to pause a little bit to see there any questions u of me based on what I've shared so far before I hand over to Christina. Lisa question for me.

**Lisa Ehlenberger:** Yeah. Yeah. Just a real quick question. I know that you mentioned the survey and I have heard of that, but when has that already been sent out or is that something that gets sent out? will you also send out another survey that our will receive after this presentation since now we'll have all the information that you're presenting and have it really fresh on our memory. is that something that we could potentially have the survey submitted again if we've already received it? Because I know we do get sometimes inundated with a lot of early policy notifications and a lot of other DDD emails.

**Thelia Morris:** Yes, later on in the slide, you will see that we do have a slide that is dedicated to the survey. We'll also post the link to the survey again in the chat. So you'll have the opportunity to complete the survey.

**Lisa Ehlenberger:** Excellent.

**Thelia Morris:** The survey is scheduled. we're publishing that we publicize that the survey closes today. Honestly, I'm leaving it open, right? Because we know the weekend is maybe another prime time opportunity for people to respond. So, if you need some extra time over the weekend, feel free to do So, we'll actually going to formally close it on Monday, right? because again we want to be able to leverage as much of the information as we get we've gotten so far to begin the next step in this process. So yes, you'll have that opportunity. All right.

**Lisa Ehlenberger:** Okay, great.

**Thelia Morris:** So if there are all right so if there aren't any additional questions or comments for me I will then turn it over to Christina who will take us to the second part of this. Thank you so much.



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## Envision the Future

- **Imagine the organization 5 years from now:**
  - What are your hopes/goals for the people that we serve over the next five years?
  - What part of their lives do members want the Division to help improve in the future?
  - How can DDD ensure that individuals are at the center of decisions about their own lives?

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**Christina Hedges:** Perfect. Thanks, Amazing overview as always. So, now is the time that we want to hear from all of you. We have put together three key questions that we want to ask one at a time to be able to get your thoughts, your recommendations or share any experiences that you have so that we can use them as they mentioned to set the priorities for the strategic plan. So if you have a question or a concern that needs to be addressed immediately, go ahead and let me know and we can kind of take that offline and talk about it if need be but for now, we're going to try to focus on kind of the overall picture as a whole. So, the very first question we have for you tonight is, what are your hopes or goals for people with developmental disabilities that are served by the division over the next five years? So, feel free to raise your hand, come off mute, type, Yeah, Mandy, let's hear Mandy, you were on my screen and then you disappeared and now I'm not sure where you went.

00:25:00

**Lisa Ehlenberger:** Okay, she just muted herself, so maybe we'll get back to her if that's okay. Christina, thank you.

**Christina Hedges:** Okay, perfect.

**Christina Hedges:** So, let's go to Eva and then we'll come to Mandy afterwards. Eva, let's hear it. Perfect.





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**Jim Hamant:** So part of what my hopes and goals for the people is that some of these new policies that DD has put into place that they really get implemented. And one of the policies that I really liked was the inclusion in the community. So I both in the group home and in the day program, the policies talk about inclusion in the community. And so I would really like to see that implemented. And is one of the policies that is open for is the fact that in behavioral health, they work with collaborating systems partners. And so what I would like is for all DDD members to be able to work with the system partners including members that have IEPs in school and that the support coordinators could attend the meetings so that there is a smooth transition between school and the DDD community. And the third one is part of maybe the systems partner is two years previously AHCCCS had a survey on IDD behavior and I did not hear what ever happened to that survey and the recommendations that that group gave to AHCCCS. And the third thing is hopefully that in your 2023 goals, you were still working on the behavioral health group homes and the behavior treatment plans. And so, I'm hoping that that that becomes a goal that gets finalized in this next five-year plan.

***Chat Message: Amber Stock: My goal/wish would be that CFTs would include ALL members that support the client. Behavioral Health Goal would be that there is much more communication required by behavioral health groups, either homes or facilities, be required to speak with DDD coordinators prior to release***

**Christina Hedges:** Great suggestions, Thank you. let me Lisa, I'm going to come to you, but let me read Amber's comment in the chat really quick. Amber is saying her goal or wish would be that CFTS or child and family team meetings would include all members that support the client. behavioral health goal would be that there is much more communication required by behavioral health groups either homes or facilities and be required to speak with DDD coordinators prior to release. Thanks Amber. Okay, Lisa.

**Lisa Ehlenberger:** I think Amber touched on my number four here of collaboration with mental health facilities. which I think is really important. I think that those are some great suggestions that both Eva and Amber have what I'd really love to see is consistent support coordinators u maybe making a commitment of three years. I mean, years. if they of course continued employees, but without changing the support coordinators every six months or rezoning the zip codes, I think that and then I'm going to pause and let Mandy speak and then I will add my other two. Mandy, go ahead.

**Mandy Harman:** Thank you.

**Mandy Harman:** Can you guys hear me now? my microphone fell out, so I had to get somebody to help me fix it.

**Lisa Ehlenberger:** We sure can.

**Mandy Harman:** Sorry about that. one of the things that I would like to see, and I see it every day living in the ICF where I live, there's just Eva said, more community inclusion and more outside activities and cuz we



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have an activity director, state operated services, but one of the is they come up with all these activities but we can't get materials to actually do the activities.

00:30:00

**Mandy Harman:** So, what's the point of having an activity calendar if you can't follow through? And I know that that's not like I mean, but overall, DDD should want to include members in as many outside activities as possible. So, That's one of my major things and I agree that the schools collaboration could be better just to make transition from children to adulthood. much better cuz I know when I switched from my pediatric support coordinator to the adult one. They often asked my mom for a copy of the IEP just so they knew how I was being supported at school. But I know not a lot of people do that now because they're so overwhelmed with stuff. So, that would be a good thing, too. So, I agree with Eva on that. But that's pretty much everything that I have for that question.

**Chat Message: Amber Stock: Outstanding Mandy!!!!**

**Christina Hedges:** Mandy, I put you on the spot and...

**Christina Hedges:** ask kind of more specifically what you would want to do within the community? Is there anything

**Mandy Harman:** What? I just idols. So, there's a bunch of I don't know if you guys know this, but there's a bunch of places where you can get discounts for discount day every day at the zoo or whatever and stuff just different experiences cuz my roommates aren't like me. They don't get to have as many experiences as I do. I'm able to go to the aquarium with my family. The library has the free passes like Lisa says to the parks and museums and stuff just to give them different experiences. Does that make sense? Yeah. Yeah. I mean, just like using the free resources that already exist to get, cuz museum people are used to seeing people in wheelchairs and they might enjoy looking at art.

**Mandy Harman:** We don't know cuz a lot of my roommates are nonverbal and haven't had many experiences. So if we can use all the free stuff that's available and of course as an organization if we were to talk to the places they may be willing to offer a discount for a certain day or something.

**Chat Message: Lisa Ehlenberger: Like the library offers free passes to parks etc**

**Chat Message: Lisa Ehlenberger: MIM-music museum**

**Chat Message: Amber Stock: Wouldn't it be amazing if DDD could have a spot on their website that offers all of these things with links etc???**

**Christina Hedges:** Amazing if DDD could have a spot on their website that offers all of these things with links, Kind of like a hub that would hold, information about the museums and whatnot. I know a lot of the



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museums have, the first Friday of the month is free and so if we had something like that that really listed it all in one spot

**Mandy Harman:** Then I'm not but some of our members qualify for senior citizen stuff too. but I don't know if a lot of people take advantage of that.

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**Christina Hedges:** Great point. Great point, Mandy. Eva, let's hear it.

**Jim Hamant:** So, some minimum wage is on the docket at the federal level. What is that? If that gets passed, it seems to me DDD is going to have to transition all those members that got grandfathered into that program. and snow that needs to be at least considered as a possibility if that passes at the federal level. How is that going to impact DDD and maybe they need to sort of plan forward just in case it does pass?

**Christina Hedges:** Thanks for bringing that up, We will definitely write that down. I think Lisa, you're on mute if you're talking. Okay.

**Lisa Ehlenberger:** Thanks. Thanks I unhandled myself except I did not unmute. so I previously mentioned consistent support coordination. I just want to just press that one again. and I think most of the other ones have been mentioned. The other one I have supports. I don't know how this would be implemented but just supports for DTAs and programs so that members with more behaviors there's so young are not attending anything they're not going anywhere and they are providing some supports in the homes or the group homes but we're losing a generation there. I think I just don't know the solution. And then as far as the collaboration with schools, Mandy mentioned the sharing of the IEP. I just think that that would be awesome if the last IEP with summary of performance and the last reevaluation even if there was no collected data but just a review of all existing data from that individual's history maybe that copy can be requested and added to the DDD database that you guys always talk about when people look for information those are the keys and ones it thank

**Curiosity Carolyn:** electric wheel chairs have a timely replacement of their wheelchairs. if someone is not able to move themselves around inside their own home and has to rely on someone to do that for them, that is very limiting in terms of their day-to-day activities. And a 4month or longer delay is just really cruel. It is just plain cruel. so I don't know how the contracts are written but I wrote contracts when I was in Head Start and you need to have requirements for how service delivery and that was one of the things you did list in the strategic planning information was timely delivery of services.

**Christina Hedges:** Yep.

**Curiosity Carolyn:** So that needs to be a priority. and then I really have a concern about the PCSPs, BPPS. the forms are way too long. there are sections that appear to serve absolutely no purpose because no one's filling them out properly. there's unnecessary duplication. sometimes it's clear after I've spent 90 minutes



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reviewing and writing up a care plan that staff have not read the care plan. often the information is really out of referencing family members who have passed away, other things that are completely different situations. and my background is health and public health and I'm very concerned that the plans are not fit for purpose. That's a term they use in England. It's a really great term. By not fit for purpose, I mean that the forms for the plans and the plans themselves often do not address the serious or complicated health issues that members have. And for example, there will be medical terms used in the plan that it's clear staff have no idea what they mean. So for example, the medical condition sudo bulbar a effect makes people express emotions that they actually aren't feeling. So they will laugh or cry when they're not feeling happy or sad and yet that behavior can end up being a target behavior on their BTP.

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**Curiosity Carolyn:** we had a member who both eyes had been removed and yet staff were expressing concern about her getting sh, what's it the intra eye pressure problem that happens. I just can't think of the terminology for it right now. Senior moment. But it's just very frustrating when I read a plan that does not address the things that need to be addressed to care for that member's health condition, either preventing or recognizing a problem. the risk assessment section, often separate things are simply grouped together and not and they're rarely properly addressed. Sometimes they are, but usually I have a lot of suggestions on how things can be addressed. So I'm very concerned about caring for members appropriately given their medical diagnosis and protecting their health. Things as tiny as bite-size is never defined and what's bite-sized to you might not be bite-sized to me. depending on the size of the member, depending on their medical condition, etc. That's my comment. Yes.

**Christina Hedges:** Thanks Caroline. Those are very valid points to bring up, Lisa.

**Lisa Ehlenberger:** This is actually just a question for Caroline for clarification. So, when you say plans, are you meaning both the BTP and PCSP that it might need that it need? Yeah. That it's overly inundated with the duplication in different parts and difficult for the potential readers to follow.

**Curiosity Carolyn:** Yes. for example, you've got an introductory session. You've got the summary page, the member information page as part of the BTP. And that page is rarely complete. unless the med me member has very simple issues. It rarely lists all the behavioral and medical diagnosis. those are scattered through the rest of the BTP and the PCSP and then for example the BTP has a member I can't remember what it's called but it has a member information section that's a paragraph or two and the PCSP has the same thing. So often those contain contradictory information or they're simply straight cut and paste. it needs to be structured in a way that actually makes sense.

**Lisa Ehlenberger:** Yes, I would agree. Thank you. That's all.

**Christina Hedges:** Perfect. Thank you both.

**Christina Hedges:** Any last thoughts on this question? yeah. Eva



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**Jim Hamant:** What? in 2022, you had something about augmentative communication working on and I guess it all came through. So part of what both Mandy and I talked about transition from school to DDD when you exit the school maybe two part of the lives is the fact that without a support coordinator there and without getting the information. It just seems to me that people who are nonverbal, their communication method gets lost when they exit the school and there is no followup. I mean, that was part of the reasons why I never could do person center plans, I mean, BTPs, is because it just really bothered me that the behavior of non-verbal people was because there was absolutely no communication. And so I don't know if that's a goal or if that's how you improve their lives is the fact that for nonverbal people to get their communication because the schools all have something and when they exit the school that follow up into DDD group homes day programs it all gets lost and then they have behaviors off the wall. And so it just seems to me that maybe that's part of the lives in the second part how it improves their life is the fact that the goal is you have to have a support coordinator there.

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**Jim Hamant:** How it improves their life is the fact that the communication system follows the member.

**Christina Hedges:** I think that's kind of a great segue into question number two then. what parts of their lives or your lives, if I'm speaking to Mandy, do people want the division to help improve in the future? It sounds like Eva was suggesting ensuring that communication devices follow members or maybe just even ensuring that the team is aware of members communication preferences as well. yeah, Lisa

**Lisa Ehlenberger:** Just in a line with communication I think just really multiple domains of communication social and just overall activities of daily living. I mean I think those are all three huge and it improving the social will also potentially could improve the communication and activities of daily living. all kind of are blend they are connected completely.

**Christina Hedges:** interconnected for sure. Mandy, let's hear it.

**Mandy Harman:** So the one thing that I would like to see is for the members that are able to and I realize this isn't every member but for every member that is able to having more how do I want to say this financial st financial stability and if they want to and are able to be able to learn how to manage finances or do things like that. I know that I don't need it, but I know that I've volunteered as a mentor for people before and they just don't have any guidance on how to do that because people always assumed that they would never be independent. So may maybe some sort of courses that DDD could offer. I know there's free ones that, you can go online and look for that. Maybe you could modify the curriculum for I intellectual disabilities or for people in our population.

**Christina Hedges:** Love that idea, Mandy. It sounds like you're going to have to teach me how to manage my finances, though, because I need some serious help.



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**Mandy Harman:** I'm terrible at it. But I'm just saying cuz a lot it's hard because we fight against exploitation and all of these things, and I know this is really hard for some of our members, but others if they don't understand the true value of a dollar. Let's say somebody could steal so much money from them and they would have no idea what happened to them. So while I know some members can't participate, there are other members like me and similar to me that just need to know that stuff is out there.

**Christina Hedges:** exploitation is real and it's scary and ensuring that people understand, what that looks like and what the value of a dollar really are valid points. Lisa.

**Lisa Ehlenberger:** Just to piggyback on that, Mandy, I think that's a great thing. There's also I mean just for example, I mean maybe even modifying it based upon okay maybe somebody that just needs to realize that if they buy something on credit that needs to be their priority on paying that bill every month. because they can't be forced to pay it. they have to choose to pay it, especially if it's one of a bill like a credit card that they maybe opened up or whatever it might be. I know that I was involved in a PRC and that I think that that would be a great modification of just of maybe even a financial priority for a class or something.

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**Lisa Ehlenberger:** that would just help individuals understand that if you pay for something or if you buy something, you're going to have less money and that would help with the value of the dollar as well, understanding that.

**Christina Hedges:** Great point. Great point. And that a credit card does not mean free money. It means you have to pay it later. Yeah, that's a tough lesson to learn. Eva

**Jim Hamant:** So, part of that is one time they had something on the ABLE account and you have some of these members that get so much money each month and have a hard time spending it and yet when they really need to do something, they've spent it. And so I think maybe either support coordinators who are payes can learn ask them if they'd like to do the ABLE account so that maybe later on they want to go on a vacation or buy something rather than having these mess massive spenddowns. And the other thing about improving their lives is nationally they talk about social media. A piggybacking onto Lisa in the fact that people with behavioral problems do not get to go to the day programs, but on the same token they spend all day at the group home on social media, on the TV or whatever. and what I find really interesting is when you get your monthly or whatever those magazines they talk about children and people, that I guess are really talking about members who live at home, but they talk about, limiting social media to maybe two hours a day. And yet at the group homes, they have members that are on social media and then they have behavior problems. And it just seems to me that somehow or another, if DD thinks that two hours of social media is enough, why aren't they making sure that those individuals in the group homes do the thing and say, " it's their own decision making." When what happens is social media triggers behavior and suicide and all this other stuff that is even for people who not have disabilities have problems with. And so it just seems to me somehow or another that sense of social media and even they talk about in one of the newsletters they talked about meals and healthy diets and all this other stuff and yet when you read IRS those nutritious





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meals are not being implemented in the group home. So, it just seems to me, when DDD sends out the newsletter, they talk about things that are not being implemented in the group homes. And I find that very frustrating to read that stuff in the newsletters and then read IRS where it's not being implemented the same way. And so somehow or another that behavioral health issue with social media is just not getting carried through.

**Christina Hedges:** Thanks, Eva. Megan?

**Chat Message: Curiosity Carolyn:** *For anyone who thinks being online is always terrible for people with disabilities, please watch "The Remarkable Life of Ibelin". On Netflix. A severely disabled young man formed strong friendships, fell in love, and helped many many people through the game World of Warcraft.*

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**Megan Ford:** Yeah, I kind of wanted to add to what Eva was talking about. I think this also ties into what Mandy brought up too in terms of the safety factor with social media and internet use. And this might be a good opportunity to develop maybe a workshop or an educational kind of platform, I guess, on how to appropriately utilize some of these tools because they're going to be there. They're very easily but it's also a very easy place where there's that heightened possibility that members could be taken advantage of. They could be groomed. So really I like the idea of the time constraint, but I think we also need to also teach the practical and appropriate use. So that way when a member is on there, they are acting safely and maybe they can learn what some of the red flags or the warning signs are that they might be, on the path of being taken advantage of.

**Christina Hedges:** Love that, Megan. And it really ties in with what Caroline put in the chat. For anyone who thinks being online is always terrible for people with disabilities, please watch The Remarkable Life of Ibelin, I hope I said that on Netflix. A severely disabled young man formed strong friendships, fell in love, and helped many more people through the game World of Warcraft. Thanks, Caroline. Anybody else have any last thoughts on question number two? Okay, I think we got some good input.

**Christina Hedges:** So, our last question, and don't feel like you're put on the spot because like Thelia said, we're going to send out the survey. All of these questions are on the survey. It'll stay open through the weekend. So, if you think of something at 3:00 in the morning because let's be honest, that is when I do all of my best thinking and I have all my greatest ideas. So if you're like me and awake in the middle of the night, you can still submit the information that you want. So final question, how can the division ensure that individuals are at the center of decisions about their own lives?

**Lisa Ehlenberger:** Could you repeat that

**Christina Hedges:** So how can the division ensure that individuals or members are at the center of decisions about their own lives? Mandy, let's hear it.





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**Mandy Harman:** I feel like that's a hard question to answer simply because some of the members of the division serves aren't able to make decisions and so I feel that one of the ways that you can ensure it is just making sure that if they can't understand even though they have a guardian let's say and they're doing the PCSP and let's say they're doing the have goals or whatever for the PCSP just making sure some that person is interested in improving for themselves right not just because the guardian wants it but because the individual wants it too and I know the division has to listen to guardians as well.

**Chat Message: Monica Ramos: I have to log off. Thank you!**

**Mandy Harman:** I unfortunately am both for myself but so it can be interesting at times because I have to wear different hats but cuz I find people have less behaviors when they have choices even though it's my new choice whether they want to eat applesauce or pears for whatever whether so let them make the decisions they're able to make and be okay w with the choices they make. I mean that's the thing I want people with disabilities to be treated normally as other people. We as a society don't always make the best decisions for ourselves. So we can model what good decision making is. But just...

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**Mandy Harman:** because you have a disability doesn't mean you don't have the right to make a bad decision if you choose to. You just have to deal with the consequence and that person has to be able to understand that consequence.

**Christina Hedges:** I love that, Mandy. I think that's such a crucial and beautiful point that you just made. I mean, people without disabilities make poor decisions all the time. If I get angry and slam the door, nobody's going to write an IR on me. But if somebody in a group home does that, then they get an IR written on them. So, beautiful point, Mandy. ...

**Christina Hedges:** Michael. sorry, Mandy.

**Mandy Harman:** Sorry, Michael, but that's the point I'm trying to make. we're always under scrutiny when the rest of the world is not. And I know this is Article N thing. But one of the things that frustrates me about article 9 is the fact that you can't use PRN and sleep meds. and I've talked to my personal doctors about that and they're like, "You don't sleep do you?" No. They're like, " we can help with that." And I'm like, "No, you can't cuz I'm under different rules." Which and they get frustrated because they can't help me either. So, it's kind of catch 22. We want to protect people certainly, but you can't take away the right to do certain things. And that's where DDD has to find the balance to be able to do that. If that makes sense. Yes.

**Christina Hedges:** It makes perfect sense, Mandy. Thank you for that, Michael. Let's hear it.

**Michael Johnson:** Thank I think just continuing off of what Mandy is saying, everybody really is making great points, but one way to ensure that the DDD members are centered at the decisions of their own lives is to just ask them how they feel about decisions that are being made and get their input. Right. I think there was



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a really great workshop at the conference that DDD hosted last year, bridging the gap conference that was about supported decision-making as opposed to a guardianship. And I really hope that support coordinators and other team members are getting access to that information and exploring it where it's appropriate for members to be responsible for maybe some aspects of their lives not everything. but I really hope that that is just being explored after the exposure we got to it last year. and then another thing I think is just finding ways to increase the voice in members like documentation. I know I'm not really sure if PCSPs have a place for members to contribute or to even sign their own treatment plans. It's something we practice at the behavioral health clinic that I work at, Lexington Outpatient Services. And I think not every member signs their own treatment plan obviously but when we think it's appropriate we do try to ask them and it goes back to developing that shared meaning and making sure that they understand the purpose of their services and things and that they're getting the things that they want. So maybe if there's no place on those documents for members to write or contribute that could be something to explore. I also think, I read a lot of IRS. I would love to have a spot on IRS for members to have their version of events to report. That way we get a really holistic full picture. so maybe those are ways that you can raise up the voices and ensure that they're more centered in the decisions about their own lives.

**Christina Hedges:** Thank you. Great thoughts, Anyone else got any thoughts? Lisa, let's hear it. You're on mute, Lisa.

**Lisa Ehlenberger:** I did it again. I really want to just mimic what Mandy and Michael said in regards to this really I think Mandy mentioned this I think one of the things too to ensure is we already track their IRS. So by tracking the data and maybe implementing some of these enhancements now maybe we'll see that we're actually ensuring that individuals are more at the center of decisions about their own lives because we'll see a reduction of behaviors especially with individuals that might exhibit behaviors etc.

01:05:00

**Lisa Ehlenberger:** So I think there's a way of maybe looking at it in that perspective as well is that's like if we enhance the services and enhance the plans and enhance the program and the division for the state of Arizona to really be individual focused and make some changes that are really going to just create this collaboration between systems in the state of Arizona that will actually help support the members. I think that we're hopefully going to see that we'll see that reduction in behaviors in the future. I don't know.

**Jim Hamant:** I'm a firm purpose and believer in person center service plan. A and it just seems that when they have the meeting that there's more focus on where you're going to the doctor, what your health issues are, and all the other stuff. And I'm sure people who have behavioral issues, the focus is on their behaviors and what kind of changing all that and there's less focus on actually what they would like to do in the community, what they would like to do eating or what kind of activities maybe they'd like to do on the weekend. it just seems like that there's less focus on their likes and dislikes and actually Karen Vanettes always was really unhappy about the fact that they lost the fact that what they liked and what they didn't like And I think if that got more emphasis on the person- centered service plan, it may not become a list again,



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but more of that person centered type of things so that the member can feel validated. And I think because there's so much focus on the behaviors and on the medical that members don't feel validated on making their own decisions whether they're under guardianship or not under guardianship.

**Christina Hedges:** It's Great point, I think Mandy was next. If I go out of order, I apologize, but I think it was Mandy.

**Mandy Harman:** I just wanted to say that there is a spot on the behavior plan and on the PCSP for the member to sign. However, I'm my own guardian so I sign it all the time but a lot of guardians may refuse to let their members sign it be even though that's part of validating them and giving them the buy in that they need to participate in because that's what it is I want everybody to participate and follow this person's under plan, but if they feel like they're forced to, that's when I think we get a lot of the babies as well. So, you're good.

**Christina Hedges:** All these M names, man. I think Michael is next.

**Michael Johnson:** I did not mean to raise my hand.

**Christina Hedges:** Let's go to the next M name. Megan, you're up.

**Megan Ford:** Yeah, I just want to kind of continue echoing this topic because as someone who's been in a lot of different team meetings, DDD, DCS, CFTS, I've noticed kind of a consistent trend that the strengths portion of the meeting is just quickly glossed over. it's almost like, hey, let's get to the meat is like what are the negatives? and one of the things I'm really proud of with our agency is that when we're conducting evaluations, we focus on strengths. We really highlight what are the strengths because that's those resiliency factors for the client that we can build on. and so I'd love to see more of a strengthsbased development in treatment plans and teams because it's very easy to fall into the negative and focus on what we need to continue to work on.

01:10:00

**Megan Ford:** and yet we miss maybe those little baby steps that were taken that were huge for a client to be able to move forward on. so I'd love to see more of a strengthbased kind of treatment plan.

**Christina Hedges:** and they spent more time on strengths than on weaknesses. And I'm still flabbergasted that it happened that Pleasantly but exactly to your point, Eva.

**Jim Hamant:** Mandy was talking about signing, but the biggest problem comes now is, when the support coordinator shows up, they all have their little computer, they write everything down, you never see anything, and then they send you the plan already done, and you have to sign online. And so, if you don't have a computer, you do not see your person center plan. You do not get to sign it. It's all done electronically. There is no paper copies unless you ask your support coordinator after everything's been signed after you agreed



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to HIPPA blah blah blah blah blah. And then you can get a then you can get a paper copy. But you never sign anything in pen and ink anymore.

**Christina Hedges:** Thanks, Eva. Mandy

**Mandy Harman:** I don't know if anyone's ever done it, but I know cuz I read the PCSP before I agree to sign me and it does say you can sign on paper or whatever. You just have to ask for it. it doesn't have to be signed for online. That's just a choice that you as a guardian or member can make with your support coordinator. So, if you want a paper copy design, they have to be able to accommodate that. They'll print a signature sheet just like they used to. It may take longer, but that's just tell if that's what members need and want. Sorry, I say too much.

**Christina Hedges:** This is the perfect time for you to say Anybody else got any thoughts? I think we've had some really great ideas thrown around. Theelia, it looks like I'm gonna pass it back over to you to talk about the survey really quick.


## Wrap Up & Next Steps

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Complete the Strategic Planning Survey by January 24, 2025.



English



Spanish

10

**Chat Message: Thelia Morris: Survey Links**

**English:**

<https://docs.google.com/forms/d/e/1FAIpQLSf1eguUDfEpZHPTINPNsxzfYZaGgBVuvpTM8ZbhXq8dR6l10g/viewform>



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**Spanish:**

<https://docs.google.com/forms/d/e/1FAIpQLScftK4VDphRRM44rbZaF7oENolwBTORTXt7g-wiHi-1I516jw/viewform>

**Thelia Morris:** All right, thank you so much for taking the time to provide your initial thoughts to those three questions. As Christina said, if you have additional ideas, feedback, etc., you'll have the opportunity to complete the survey through this weekend. So, on the slide right now, you will see that we have the QR code. So, if your parents see and you want to use your cell phone, you'll be able to have the opportunity to use it to open up the survey and either English or Spanish on your u mobile devices. Otherwise, I'm posting the link right here to the surveys that you can take online and complete that over the weekend. when you open up you'll notice that some of the questions are the same as what we asked today right so that's why I say if there is something else that you want to share with us that you did not have the opportunity to do today or as you think about it like Christina does at 3:00 in the morning and you so desire to want to get up and complete the survey go ahead and do so right so we're inviting you to do that and feel free to share this with others that may

01:15:00

**Thelia Morris:** have a vested interest in hearing their voice heard as So now that we are at the end of our presentation and our conversation with you I don't know there are any additional questions at this time that I'll take but I again want to be cognizant of the amount of time that we've taken so far to hear your thoughts. So I'll pause and see if you have anything else that you want to ask of me. I don't hear or see any. So, again, I thank you for your time today and we will be in touch and you're going to hear a lot more about what we've been gathering and where we're headed next in the upcoming month or All right. have a wonderful weekend and enjoy the rest of your meeting.

**Lisa Ehlenberger:** Can you hear me? Okay. Okay.

**Thelia Morris:** Now we can.

**Mandy Harman:** Now we can.

**Lisa Ehlenberger:** Thank you so much. So, the next one on the agenda item is thank you so much for Chris. I just wanted to Dalia and Christina, thank you so much for your presentation and thank you for asking us those questions and I really hope that I mean I think what I'm hearing too is that even though we answered them verbally on this meeting, you'd like us to answer even if it's duplication of what we already shared in this meeting, you'd like us to also put that in the survey. Is that accurate?

**Thelia Morris:** if you would like to. So the whole point of it is there are other questions in the survey. So we're encouraging you to complete the survey if you haven't right and also if you've had additional thoughts that



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you want to share that were not shared with us today feel free to complete the survey but don't feel you need to duplicate anything at this particular point. Yes.

**Lisa Ehlenberger:** And okay. And then let's say I did complete the survey because I think I did but after hearing the presentation and just listening to others comments I mean am I able to AHCCCS it again?

**Thelia Morris:** You should be able to. I don't think we had any restrictions of a one-time submission.

**Lisa Ehlenberger:** Okay,...

**Chat Message: Thelia Morris: Thank you all! Dropping off now.**

**Updates from IOC Quarterly Statewide**

**Lisa Ehlenberger:** so if there's no other questions, we'll go ahead and go on to the next agenda item, which is the review of statewide. Mandy, went to statewide, and I don't think you made it, va, but sometimes Eva goes to statewide. so I'm just going to briefly There it was as heavy of a meeting as today is here.

**Mandy Harman:** It was my Yes.

**Lisa Ehlenberger:** So I did want to just kind of share briefly some things that were going on. I believe that we had a discussion about the eligibility changes that I think we all received an email on and we got some clarity on that.

**Lisa Ehlenberger:** and the Arizona Association of School Psychologists was also listening in on the meeting when I believe Nichollet was sharing about that information. So, that may turn into some who knows what litter will turn into, but they did discuss and that they were just going to enhance they looked at enhancing the eligibility prior to age six to include the eligibility not the qualifications of the individuals assessing under six. I think primarily for ASIP etc. to include the qualifications of the evaluator which would be a bachelor's degree for ASIP I believe assess people who assess in ASIP and early childhood and then the possibility of different language that they're going to be included for six years and just clarifying the eligibility if you have any questions on that and there is that link to review it as well as I think've shared you can make public comment up to February 14th and of course if anybody in the IOC if would like her to come in and discuss with us but I think there won't be time until after February 14th but you're more than welcome to reach out to me and I can go into more detail about that what I was wondering too is if Michelle and Morgan I'm not sure if we can share with our IOC members today all of the chat and links of the statewide is that a possibility Mandy you have your hand up I'm sorry I didn't see I didn't have on full screen you're muted



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**Mandy Harman:** I just wanted to make sure that we were going to get a cop copy of the chat like we did the other night because I want to copy the survey links and all that and I don't want to waste time doing it now and not pay attention. Thank you, Morgan.

**Lisa Ehlenberger:** Yep. We will. So, Michelle and Morgan, is it possible for the District Central to have a copy of not last night, but two nights ago chat because there were some links in there.

**Michelle Rademacher:** Yes, Lisa, I can forward that email and just know that you can as well. You just want to blind carbon copy in case anybody has any comments if you plan to do so. But I can definitely do that as well.

**Lisa Ehlenberger:** Okay. Okay. I Yeah, if you could do that, that would be great. That would be really helpful. the sun is going down over here and my power is running low. That would be awesome. because the other thing that they did is Christina actually presented on the Mstead plan and there was a lot of great information in there on her PowerPoint but there's so much information but I'm just going to briefly she discussed some things in regards to the justice unit and actually even request as an OC we can request any of these people to come to our committee meeting and present to us. The justice unit is where basically individuals that are insight or that have a potential for incarceration. they help to make sure or they help to ensure or do their best to ensure that their meds and support coordinator in communication with them as they are released from being incarcerated. and then there was also a housing and health opportunity where she discussed different housing possibilities and different things there's I believe 72 members that are in housing and 24 that are going into an independent apartment housing or something and Mandy I think I got that right. I'm not sure. and there was just a lot of information so we got a copy of her PowerPoint. So, if you're interested, you want to just kind of review those things, I will Michelle and Morgan said that they would, forward it. Go ahead, Mandy.

**Mandy Harman:** It was so what Lisa was talking about I guess in I can't remember the city but they modified old school into affordable housing and DDD has a certain number of them to fill. I don't remember the exact number but cuz I was paying attention but I don't remember. Yeah.

**Lisa Ehlenberger:** We have Christina here to answer.

**Christina Hedges:** So, Megan Akens is the person who oversees the division's affordable housing program and she would be more than willing to come give you all a presentation. like Mandy was saying, yeah, in Globe, Arizona, which is a small town in Cochis County,

**Lisa Ehlenberger:** Eastern. Yep.

**Christina Hedges:** maybe I should probably Yeah. in eastern Arizona, they took an old schoolhouse and modified it into apartments. and the division was assigned eight units there for our affordable housing program. and then I think you had the numbers correctly. So we have 72 members who are in one set of our





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housing subsidy program and then 24 members who are using other various vouchers for their subsidy programs. That's kind of my basic overall understanding, but Megan can speak at length about all of this if it's something that you all would be interested in. Of course.

**Lisa Ehlenberger:** Okay. Thanks. Thank and then another thing that we discussed was John Meyers from the DDPC discussed their strategic plan I believe and provided...

**Mandy Harman:** You cut out Lisa.

**Lisa Ehlenberger:** there provided for thank you, Mandy. individuals that are DDD members that want to be parents and want to go through pregnancy, etc., and their choices and just how they are being supported through that. So, I thought that was a really interesting subject. So that is actually also on the DDD website and they also are doing some billing tracking and have some DDD data and so that's on the DDD website and I believe you can look at it under DDD data or billing tracking and that it's real valuable to legislature etc.

01:25:00

**Lisa Ehlenberger:** So, those things will be included in the email that Michelle is going to forward to our committee for today if you guys want kind of that. I don't want to take any more time in regards to going over the statewide. I think those were the key points. yeah, and I think there was another thing in regard to Dr. low key presented in the west for quality of care and looking at tracks trends morbidity and autopsies. So exactly.

**Mandy Harman:** And they did ask us they told us if we wanted her to come present to us that she would do that as well.

**Discussion/Request for Future Agenda Items or Educational Presentations**

**Lisa Ehlenberger:** So, we could always request that. and that is also another agenda item on today. which I'm going to actually just include in one right now in this conversation is let's open it up for what we might want if we want the specific presentations or discussion of interest to focus on as an IOC committee. does anybody I missed my email? Let me look at it doing updates from IOC quarterly statewide. And then we also have an IOC member discussion request for future agenda items or educational presentation which is number four. So I'm going to just add that to this right now. Does anybody interested in Dr. Loki coming and presenting in regards to quality of care, mental health facilities and DDD members, tracks, trends, morbidity and autopsies? I guess the presentation was pretty good. and Dr. Loki works for the division of course. go ahead. I think it's Michael.

**Lisa Ehlenberger:** Michelle. Yes.

**Michelle Rademacher:** So this is Michelle.



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**Michelle Rademacher:** I just want to clarify Dr. Loki works in the division. She's a medical officer under our quality department. so she was invited to District West to speak about tracking and trending and what they look at in relation to that. Dr. Decker is the chief medical officer that reviews mortality and does the work and reviewing the mortality reviews with DDD. I just wanted to clarify that so that you're aware and the committee's aware.

**Lisa Ehlenberger:** Yes. Thank you.

**Lisa Ehlenberger:** So, is there any opposed to maybe inviting Dr. Loki to attend one of our future OC meetings in the next two months, maybe March or maybe not Dr. Loki but request somebody to come and discuss tracks and trends and quality of care mental health facilities and DDD members. No one's opposed. Maybe I'll add that to March agenda. Can you guys hear me or am I okay? I don't know if I'm being hurt. If I others can hear me.

**Chat Message: Michael Johnson: I'm in favor.**

**Mandy Harman:** You're cutting in and...

**ASHLEY MASON MSW:** looking where he is.

**Mandy Harman:** out a little bit, Lisa. Just I Yeah,...

**Lisa Ehlenberger:** Okay, thank you. I'm gonna move closer to How about now?

**Mandy Harman:** that's better. And you might want to slow down just a little bit cuz when you go faster,...

**Lisa Ehlenberger:** Thank you, Mandy. Thanks.

**Mandy Harman:** it cuts out. Sorry.

**Lisa Ehlenberger:** You're not the first person has who has asked me to slow down a little bit, so thank you for that.

**Mandy Harman:** I don't want to be rude,...

**Lisa Ehlenberger:** No, no,...

**Mandy Harman:** but I'm just trying to help you.

**DCS Discussion - Jeffery Yamamoto**

**Lisa Ehlenberger:** I totally appreciate Trust me. I appreciate it very much. So, I guess the next thing would be the DCS. and Jeffrey Yamamoto is here. I think is Michelle.

**Jeffrey Yamamoto:** Yes, so I did not get any specific questions prior to this.



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**Lisa Ehlenberger:** Okay, go ahead.

**Jeffrey Yamamoto:** So I'm opening it up to you Lisa and the IOC committee to go ahead and ask your questions for me. I can go ahead and kind of briefly go over what my position is. Okay.

**Lisa Ehlenberger:** Okay. I think you have already maybe I'm wondering...

01:30:00

**Lisa Ehlenberger:** if you have some DCS subcommittee kind of questions that we've been discussing. I don't know if we want to chat about that or I think we put it on here because of that. can you hear me? Okay. I think I'm trying.

**Mandy Harman:** Yes, cut out.

**Lisa Ehlenberger:** I might try and call in. So, I profusely apologize I'm going to stay on and then I'm going to call in as well from a different device.

**Mandy Harman:** Okay, I'm right here too if you need me. So, okay.

**Lisa Ehlenberger:** Mandy, if you can just ask if there's any questions for Jeffrey Yamamoto right now in regards to the relationship with that he has with DCS liaison.

**Mandy Harman:** All does anyone have any questions for Jeffrey as far as DCS and DDD liaison relationships? I don't know I forget who's part of that subcommittee if someone is from there and wants to ask questions please go ahead

**Chat Message: Michelle Rademacher: [The email account for the DDD IOC Liaisons is dddiocs@azdes.gov](mailto:dddiocs@azdes.gov)**

**Megan Ford:** So, this is Megan McCarthy. the subcommittee is myself, Lisa, Stephanie, and I don't think Heather is on today with us. one of the things that we were working on were continuing to develop questions that we had for DCS and how they work with specifically members who are DDD. however, we also recently saw that the DOJ has kind of become involved and many of the questions that we had are actually being asked by the DOJ. So, we're working on kind of reframing our questions and how we can kind of support what has kind of come forward in those questions. I think it was related to looking at revising and correct me if I'm wrong here. I think was title two, section 504 is what they were looking at. so that's what we're kind of working through right now.

**Jeffrey Yamamoto:** Okay. If you do have any questions specifically, my recommendation is that you go ahead and send those questions directly to either Michelle or Morgan. they will refer that to me and then I can go ahead and answer back to them and they can bring that to your subcommittee at any time.



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**+1 520-\*\*\*-\*\*61:** Hello. Okay.

**Megan Ford:** Perfect. Thank you.

**+1 520-\*\*\*-\*\*61:** Thank you for summarizing. And then I also just wanted to mention too is that I found out too that I guess the DOJ has made this announcement to DCF previously. Mandy, I'm not sure if you remember. I think somebody mentioned that yesterday in statewide and I can't remember where I heard it from. However, I know.

**Mandy Harman:** I can't remember either. I'm sorry. It was two days ago.

**+1 520-\*\*\*-\*\*61:** No, I hear you. maybe. Yeah. And I know that Jeffrey, we know that you are doing, and the other the DCS Liasion is you guys work together very collaboratively and you guys are really doing your best with the amount of I guess with what you face or what fences you face or bridges that you have to cross to enhance the solutions etc. but I did want to mention that that's something that was mentioned that that is something that the DOJ has been bringing up with the Department of Child Safety in the state of Arizona for five years. And I think maybe it was Don Harrington and statewide who is a chair and he used to work for DCS for many years.

**Jeffrey Yamamoto:** Mhm. Yeah. or make them aware.

**+1 520-\*\*\*-\*\*61:** So, he may have brought that up as well that it's not something new that the news brought up. however, maybe it's something to make others not ask so many questions. I don't know. Anyways, I'm not sure about that. And maybe make them aware Or whatever it might be. Thank you. so I am going to need to go to my other phone for any other questions in regards with Jeffrey right now. And I think that what we're going to do as a subcommittee is just continue to we have another meeting before our next February meeting and then maybe by our February meeting maybe we'll have some more specific questions that we can request of DCS to answer. thank you so much for helping and supporting us in that as well.

01:35:00

**Jeffrey Yamamoto:** Okay. No problem. And like I said, if you have anything specific, you can go ahead and send that in to Michelle and Morgan. if it's some general information I can go ahead and you can ask them and I can try to get the answer directly back to you guys. Okay. Okay. Not a problem.

**+1 520-\*\*\*-\*\*61:** as you probably all know, our committee's grown and I think each and every one of you has volunteers. I'm skipping around on the agenda. we are at where we have nine members I think now and as of last year in January last year we only had not only but we had four and we've really grown and I'm really thankful for each and every one of the individuals that are on the committee and continue to be on the committee. nothing happens overnight and this is a committee where sometimes, you can see it moving a little bit more slowly than you'd like to move, but just know that every moment and dedicated minute that you focus on this IOC or DDD or IR makes a huge difference. and I think collaboratively we have become a



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really strong committee in my opinion and I think that we only have forward to move and with that being said we're going to look at a vice chair position someone to help the chair. So typically we would have a chair and vice chair but last year when there was only four committee members we decided to just have a chair and not have a vice chair. so it was the first time without a vice chair having somebody else kind of just that other person on the committee to be that helping partner. So if something happens to the chair that the vice chair would host the meeting or facilitate etc. and divide up some of the responsibilities as well as just kind of work together in however whatever capacity possible and so can you guys hear me because I'm not on a video at all anymore.

**Morgan O'Hara:** Yes, we can hear

### **Discussion of Vice Chair**

**+1 520-\*\*\*-\*\*61:** Okay, thank so I'd like to move on to number six, which is the discussion of vice chair. and I would like to, this is a part that I'm not very familiar with, so I have to go to my word. do I need to just ask if anyone would like to nominate a vice chair Michelle Morgan, Larry?

**Michelle Rademacher:** You would ask if you have a motion or if anybody has any discussion on this and you can make a motion for yourself if you'd like to. I know that's awkward. but you can do that as

**+1 520-\*\*\*-\*\*61:** Does anybody have any discussion on that? Or would anyone like to make a motion? May I make a discussion? May I mention that I think that Mandy has been on the committee with me for almost I think Mandy joined in 2015 and I believe I was in 2010 and I know Eva's been in for a long time and Eva's actually been a vice chair I think in the past as well as been involved in many different things on the IOC and I'm just thankful that she's still here and helping us and stuff especially with the policy part she's doing great on that and I know that it doesn't have a to I think Eva you can probably speak for yourself on that. But I think that Mandy might have an interest in being vice chair if I'm not mistaken. And I would like to see if anybody would like to make a motion or ask Mandy or I'm going to add Mandy, would you be interested in being vice chair for District Central IOC?

**Mandy Harman:** I've already helped you with some of the stuff already, so it's all good. yeah, if everyone is okay with that, I want to make sure, that we do it correctly.

01:40:00

***Chat Message: Michael Johnson: I would be honored to have you as my vice chair person, Mandy.***

**+1 520-\*\*\*-\*\*61:** do you want to share a little bit about yourself? I mean I know I in Go ahead share about yourself and maybe then we'll go from there



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**Mandy Harman:** Yes. So, for those of you that don't know, I have cerebral palsy and I became involved with the IOC almost 10 years ago now. I have a lot of interest in being an advocate for people with disabilities because I am one of those rare people within our population cuz many of our members have I intellectual disabilities too. So I like to be a spokesperson for everyone. but I would be willing to help in any way that I can. So if I can serve in this way and it would be helpful, I'd be glad to do it.

**+1 520-\*\*\*-\*\*61:** and Mandy. And you have a masters in education, correct? Okay.

**Mandy Harman:** educational specialist degree. which is just below the doctorate degree. I didn't finish my doctorate, but I was almost there. So,

**+1 520-\*\*\*-\*\*61:** And So for those of you familiar with the educational terminology of an EDS so that's in between the master's and doctoral level and a certified general education and certified special education teacher

**Mandy Harman:** I am not certified in special education currently, but I was emergency certified and taught at a school as a special ed teacher. But right now, I'm running my own tutoring business. That's what I'm doing from home, which is great for me because I can volunteer and do all the things I like to do and do the teaching that I like to do cuz I left the school because there's too many rules there. So,

**+1 520-\*\*\*-\*\*61:** I hear you on that one. then I'd like to just open it up to the IOC committee members and I'd like to just ask if anybody would like to make a motion to have Mandy Michelle.

**Mandy Harman:** We have some people that have responded in the chat, Lisa, but I can't see what they said cuz it's too small for me to read right now.

**Jim Hamant:** You can't see I raised my hand, Lisa. Okay.

**+1 520-\*\*\*-\*\*61:** Okay, thank you. I can't see anything, so please just unmute yourself and interject that

### **Motion and Vote**

**Jim Hamant:** I would like to make a motion to recommend that we vote Mandy Harmon in as vice chair of the IOC District Central.

**+1 520-\*\*\*-\*\*61:** Do we have a second?

**Michael Johnson:** This is Mike. I'll second that motion. Hi

**+1 520-\*\*\*-\*\*61:** So, if I can since I'm not on video, if Michelle and Morgan, if you can help me.

**Curiosity Carolyn:** I

**Mandy Harman:** Hi. Thank you.



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**+1 520-\*\*\*-\*\*61:** If all those in favor I. Okay. Do we have anyone opposed? So, if I could get confirmation that no one was opposed from Michelle or Morgan, then I would like to any opposed.

**Morgan O'Hara:** No one opposed.

**+1 520-\*\*\*-\*\*61:** Okay, great. I'd like to state that then we're all in favor then and Mandy Harmon is our vice chair of the district of Central IOC and I congratulate you Mandy. I'm so proud of having you by my side. Thank you. So, now that we have a vice chair, now you can continue to keep me on track. so let's go ahead and...

**Mandy Harman:** Yeah.

### **Subcommittee Discussions**

**+1 520-\*\*\*-\*\*61:** go into number five. I think we already Is there anyone on OC that thinks that we need any more discussion on number five, which is subcommittee discussions?

01:45:00

**+1 520-\*\*\*-\*\*61:** Michael, I don't know if you wanted to share a little bit about the behavioral health subcommittee.

**Michael Johnson:** I'm not sure if we have a lot to report. We did miss a subcommittee meeting last month as far as I'm aware, but I know that things can get pretty hectic in that December month.

**+1 520-\*\*\*-\*\*61:** Of course.

**Michael Johnson:** So perhaps we just need to establish our next subcommittee meeting.

**+1 520-\*\*\*-\*\*61:** Okay, that'd be awesome if you wanted to go ahead

**Jim Hamant:** This is Eva.

**Jim Hamant:** So I brought up the fact that AHCCCS had that survey for ID people with behavioral health issues. so I said, we never heard about the survey. We never heard about that the grants recommendation and I guess part of what my feeling is on the subcommittee was we really can't go forward until we find out what AHCCCS decided to do with the recommendations. And that's why I sort of would like have for maybe the next meeting is to have somebody come from I don't know if it AHCCCS or whoever to report on what was the outcome of the survey and that grant and their recommendations and what AHCCCS plans to do about it.





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**+1 520-\*\*\*-\*\*61:** I just asked a question to ACE that so I mean as a committee and Michelle or Morgan correct me if I'm wrong we today can basically make a motion to request of AHCCCS what were the results of the survey when did they send it out?

**Jim Hamant:** And they were not only the survey but what was the recommendations and what

**+1 520-\*\*\*-\*\*61:** But maybe we'd have to ask first what were the results of the survey they sent out in because we need to give them a reference of what we're talking about and what were the recommendations. And then this is in regards to the behavioral health facilities and...

**Mandy Harman:** So I'm sorry. Which survey are we talking about? I'm sorry I missed that.

**+1 520-\*\*\*-\*\*61:** individuals with developmental disabilities or individual DDD members in general. I think and I guess AHCCCS sent out a survey which I'm not that familiar with. AHCCCS sent out a survey and then there was some kind of grant that they were discussing but because I'm not part of the subcommittee I don't really know the details of it but what I'm thinking is that as an IOC today we can actually make a motion as an IOC committee to say somebody can make a motion that to ask to request of AHCCCS request of AHCCCS what were the results of the survey they sent out in I don't if it was November, October of 2024 in blank of 2024 and...

**Jim Hamant:** No, no, it was way back in 2023 and...

**+1 520-\*\*\*-\*\*61:** what okay so in 2023 what were the results of the survey sent out you remember...

**Jim Hamant:** she actually came to the committee and talked about that survey in that grant. I can't remember what the name of the lady is and I'm not at my house.

**+1 520-\*\*\*-\*\*61:** what month it was?

**Jim Hamant:** She came in January maybe of 2024.

**+1 520-\*\*\*-\*\*61:** Okay, I have

**Jim Hamant:** I have no idea. I thought it was back in 2023,...

**Curiosity Carolyn:** Sorry.

**Jim Hamant:** but so it was

**Mandy Harman:** I believe that was in at the beginning of the year I wasn't able to participate and I don't remember that at all in January, February, and...

**+1 520-\*\*\*-\*\*61:** Yeah.

**Mandy Harman:** March I was sick for a little bit. But Christina has something to say about it,...



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**+1 520-\*\*\*-\*\*61:** Thank you.

**Mandy Harman:** I guess, cuz she raised her. Yep.

**Christina Hedges:** Yeah. Eva,...

**+1 520-\*\*\*-\*\*61:** Thank you, Mindy.

**Christina Hedges:** do you happen to know if it was the AHCCCS system analysis that they did with the University of New Hampshire?

01:50:00

**Jim Hamant:** Yes, that was it.

**Christina Hedges:** Okay, perfect. So, that was the START training and kind of the start initiative. We do have one or two people within the division that would be able to probably speak to that. and if not, we can definitely find somebody from AHCCCS as well.

**Mandy Harman:** It's New Hampshire University of New Hampshire. Lisa

**+1 520-\*\*\*-\*\*61:** the New Hampshire research type of thing. Thank you. So, what we'll do is we'll go ahead and maybe request that of February if everybody and once again I don't have any visual. I only have auditory. So, Michael, what do you think? Do you think that that would kind of be a good starting point before the committee maybe meets again is to have the start training or to start somebody in familiar with that and maybe then we can ask what the results were from that person or do you think that this is something more so where we can make a motion to ask I think that the subcommittee seems like they might think they need to hear that beforehand.

**Mandy Harman:** has made more progress on the questions. Yeah. I mean, I've only been on one of the subcommittee meetings for this one in particular, so I may not be the best person to answer, but I do think, the more momentum we have on it, the better. So, February is fine with me.

**+1 520-\*\*\*-\*\*61:** Go ahead, Michael. You were going to say something. I will send a note out to see if we can have somebody not necessarily that's going to present, but somebody that can ask some of the questions that maybe the subcommittee was beginning to reflect upon. not for that. not if we're just going to request that somebody come to the IOC and...

**Mandy Harman:** Do we need to do a formal motion in vote though? Okay. I'm just checking.

**+1 520-\*\*\*-\*\*61:** that would be and...

**Mandy Harman:** I'm just checking.



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**+1 520-\*\*\*-\*\*\*61:** that's something too. Thank you. and then let's see I know we're getting short on time, but are we okay with number three, any policy issues? I know we chatted about things and Michelle I don't know if you want to share what you shared with me and I tried to I think that if we know that the policy team is really looking super closely at all individual comments then we don't necessarily have to vote as an OC on the policies but there are some policies I think that Eva wanted to mention that are coming up right now I have it right here I have the standard of care no the policy 77 Eva do you want to just kind of share other IOC members if we want to make comments on these I know that you had mentioned a few Eva you had remember that page 51 policy 51 or 11 out of 30 that might be something that James or somebody else might be able to answer right now too with your question about the monitoring of the developmental child certified home.

**Jim Hamant:** So, no. Number 77 had to do with pets and so responsible person wasn't defined and they said the responsible person was supposed to dispose the us feces. Thank you. And so my problem came in is if the responsible party did not live in the group home, how was the responsible party going to dispose of that? And then the one that I think that is most important for the ILC is 587 both administrative DD and administrative SS and it has to do with behavioral health members and part of what the thing was is they were talking about collaborating with systems partners. They mentioned individual plans. I don't know if that's person center plans or IEPs. They talked about work activities. And so my thing was why are not all members in school with IEPs not included in this collaboration with system partners. And so, we had a motion to ask that support coordinators would attend the IEP meetings, and I don't know, we got some kind of response back that they weren't going to do that.

01:55:00

**Jim Hamant:** And so it just seems to me that if behavioral health members were in this policy were going to be able to collaborate with systems partners and it seems to me the school would be a system partner then why isn't all members in school not included in this collaboration which is another thing that I asked under the five year of goal plan. So I

**Chat Message: Michelle Rademacher: Here's the DDD webpage where DDD policy manual is found: <https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules>**

**Chat Message: ASHLEY MASON MSW: I have another meeting to attend. Just wanted to check if there were any questions for me before I left?**

**Chat Message: Morgan O'Hara: Thank you for being here Ashley**

**+1 520-\*\*\*-\*\*\*61:** So maybe if we wanted to look at that as individuals I mean you can put your names. In other words, Michelle shared with me that whether we submit a motion to make comments on policies or whether we as individuals just write in our comments on the policies, they read every single comment and they take them into account. whether it's an IOC committee that's commenting or whether it's an individual.



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Is there anybody on this meeting that Larry, does that sound like it really doesn't necessarily mean that we need to make a motion to comment on a policy? It's not going to really give it more weight on whether they read it of the committee and...

**Mandy Harman:** So yeah.

**Jim Hamant:** So What we could do is we could have Michelle line copy all the members and and decide if they want to make a comment. And so the problem comes in is the policy is about ready to be expired at somewhere soon,

**+1 520-\*\*\*-\*\*61:** it's 587 is the one you're talking about.

**Jim Hamant:** Yeah. 587. So they sent all of them and all you had to do so all you wait a second Mandy all you would have to do is fill out the form write self and...

**Mandy Harman:** Sorry, sorry,

**Jim Hamant:** then if you wanted to and if you liked my comments you could just copy and paste and put it in what you had a comment for and then therefore you didn't have to so if you're interested did. And the only one I would be really interested in is your opinion on 587 because we had that issue with IEPs and support coordinators.

**Mandy Harman:** What's that?

**Mandy Harman:** Just really quick. Lisa Ashley says she needs to go.

**+1 520-\*\*\*-\*\*61:** Ashley.

**Mandy Harman:** Does anyone have any questions for her? Yes. I didn't mean to interrupt you,...

**ASHLEY MASON MSW:** Ashley from Mercy Care.

**+1 520-\*\*\*-\*\*61:** Thank you. Ashley from Mercyare. Does anybody have any questions for Ashley from Mercy Care? We haven't gotten to the update from integrated health plans yet. Thank you.

**Mandy Harman:** but I wanted to get that across so we have the opportunity to ask questions.

**+1 520-\*\*\*-\*\*61:** I agree. Of course and does anybody have any questions for Ashley prior to her excusing herself? She's from Mercy Care and she would normally be in the agenda item number nine. Okay. Going once

**Mandy Harman:** Does she have any updates though?

**ASHLEY MASON MSW:** Yes. ...



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+1 520-\*\*\*-\*\*61: Do you have any updates?

**ASHLEY MASON MSW:** I was gonna let you guys know about the connections conference. I don't know if Wendy brought it up last meeting, but our connections conference this year will be April 17th, which is a full day, and April 18th is a half day, and providers and members are allowed to come both days.

+1 520-\*\*\*-\*\*61: And is there any way Michelle you can put something in the link Ashley in regards to that connections conference so that Michelle and Morgan can then Perfect. If you can put some kind of link to that connections conference describing it that would be great. And if you put that in the chat then that way we'll all receive that and we can look at it on our own.

**ASHLEY MASON MSW:** Yeah, I think it Okay, I'll play right now.

+1 520-\*\*\*-\*\*61: Thank you so much Ashley. appreciate that.

**Chat Message: ASHLEY MASON MSW:** <https://www.mercycareaz.org/events.html>

**Chat Message: ASHLEY MASON MSW:** [OIFATEAM@MERCYCAREAZ.ORG](mailto:OIFATEAM@MERCYCAREAZ.ORG)

02:00:00

**ASHLEY MASON MSW:** No problem.

**Chat Message: Michelle Rademacher:** *If you scroll down, you will find a drop down "Policies and Rules for Public Comment". In that section, there is a live link to the public policy comment submission form .*

**Chat Message: Michelle Rademacher:** *Here's the link to the DES webpage with the AHCCCS System analysis: "AHCCCS contracted with the University of New Hampshire to review specialty services in Arizona. ..."*

**Chat Message: Michelle Rademacher:** <https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources/behavioral-health-initiatives>

**Mandy Harman:** I don't mean to interrupt anyone, but I saw that and I know Lisa can't see it. So, yes.

+1 520-\*\*\*-\*\*61: Yeah, right now I just can't. Okay, so I think that we'll go ahead and go on to DDD staff updates. We just have a few more agenda items. and then if we'll discuss potentially going into executives if we need to.



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**ASHLEY MASON MSW:** I put it in the chat. It's just our mercyazaz.org umvents and you can also Google connection conference mercyare and it'll come up as well too. No problem. If you have any questions you can also email me or

**+1 520-\*\*\*-\*\*61:** Thank you.

**ASHLEY MASON MSW:** the oifa team box and I'll put that in the chat as well.

### **DDD Staff Updates**

**+1 520-\*\*\*-\*\*61:** Go. DDD update.

**Morgan O'Hara:** Yeah. James do you have any updates?

**James Maio:** I don't have any current updates. we're still one staff short in our, investigatory team. and I don't have a timeline on when that will be filled. Otherwise, we are fully staffed.

**+1 520-\*\*\*-\*\*61:** Okay, thank you James.

**Morgan O'Hara:** Thank Christina, do you have any updates?

**Christina Hedges:** I'm going to be 100% honest. I am not sure what updates I have given to what meetings recently because I have been at so many meetings over the past few days. I think most of that Leah Gibbs did retire at the end of last year. and Angie Vennie stepped into the role as CARES's bureau chief. she will be sure to come to the district central IOC as she is able to. I think the other kind of biggest division update that we have which you'll see a little bit about when the Olmstead presentation gets sent out to you that Lisa was referencing earlier is that the division did roll out our new qualified vendor agreement which is essentially our new contract with qualified vendors. We rolled that out January 1st, so it's been a little over three weeks. And this new contract really allowed for more kind of person centered planning language as well as ensuring that qualified vendors have key staff with specific specific educational or experiential requirements. as well as some other things to just ensure that we're able to continue delivering the highest quality services that we're able to. yeah, Eva. So,...

**Jim Hamant:** So I missed who you said replaced Leah Gibbs.

**Christina Hedges:** her name is Angie Venny. She has been with the state for Angie Venie.

**Jim Hamant:** Angie who? Okay.

**Christina Hedges:** VENNE. She's been with the state for over 20 years. prior to her being the CARES bureau chief, she was a customer service administrator. So, she worked alongside me under underneath Leah. and prior to that, she was kind of the division's training manager. so she knows what she's doing. and she's just one of the greatest people ever. So, I'm sure you all will get to know her and you'll enjoy working with her as



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well. I believe they sent out an email with her picture in it. She was a little shocked that when she opened her email, her face was right there so big. But yeah, And that's all I've got. So, happy Friday.

**+1 520-\*\*\*-\*\*61:** Happy Friday.

**Jim Hamant:** I think they sent out a email with her.

**+1 520-\*\*\*-\*\*61:** Thank you Megan.

**Morgan O'Hara:** Thank I think that is all our DDD staff with updates.

**+1 520-\*\*\*-\*\*61:** So I think the next would be updates from Go ahead.

**Jim Hamant:** I just want to get a shout out to Michelle and Morgan that sat there and put all those dribbly one at a time IRS into a little folder and so I finally figured out where to find them under December and January and I think she did something different with them since I'm on vacation. Guess what, James? I'm not doing IRS, but it made it much easier to do it rather than scrolling all of them. And so, you also mentioned that you eliminated the ones from July to January to July of 2024 because they have names on them.

02:05:00

**Michelle Rademacher:** Thank you Eva, anything we can do to help the committee, and just let us know. But we thought that would be easier to organize the shared drive and easier to find things. So, thank you so much for the feedback.

**Updates from Arizona Department of Administration**

**+1 520-\*\*\*-\*\*61:** administration. Larry or Larry Allen, do you have any update?

**Lawrence Allen:** I'm sorry I was double muted.

**+1 520-\*\*\*-\*\*61:** It's okay.

**Lawrence Allen:** My apologies. I don't have any updates this morning for the committee. are there any questions or concerns I could try to answer for you guys?

**Jim Hamant:** I don't know. We had to do some kind of certification or whatever, some kind of test. Do we need to do that again?

**Lawrence Allen:** Today it's on my list to do. but it's my understanding that this is just a one time only training if you're referring to the law 2000 training. Yeah. But I'll confirm that and let everybody know.

**+1 520-\*\*\*-\*\*61:** Thank you.





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**Lawrence Allen:** You're welcome.

**+1 520-\*\*\*-\*\*61:** And then if there's no other questions for Larry any updates from any other integrated health plans and AHCCCS that are on the line.

**Fredreaka Graham:** Hi, this is Fredreaka with AHCCCS. I don't have updates, but happy to take any questions that you guys may have.

**+1 520-\*\*\*-\*\*61:** Okay. Anybody have any Go ahead, Eva.

**Jim Hamant:** I just want you to know that. Let me tell you that AHCCCS website is really a pain in and especially because if you don't have any of the right numbers, they get you to maybe a person and then they say, " due to the f high call volume, we're going to disconnect you." and I want you to know If there are people out there that automated system with the phone numbers is just especially if you don't have enough people to answer the calls that don't have the numbers for the helpline. My husband tried to do zona what was this? healthy Arizona plus.gov go and let me tell you that there's no chat on that there's no help on that. So people who are trying to get certified updates are trying to get any kind of information either the phone system or the healthy arizona plus. Neither one of them work very well at all.

**Fredreaka Graham:** I don't know anything about the healthy eat Arizona website because that's not necessarily in my wheelhouse. but can you give me the AHCCCS one that you're referring to?

**Jim Hamant:** The one 855 432 7587 That phone number is referenced several different times in several different places and...

**Fredreaka Graham:** You're a phone number. so I'll go ahead and pass the information on to my leadership team. I don't work in it, so I can't give you any information regarding that, but I can definitely pass on your concerns and regarding that phone number stating that you can't get a live person on that.

02:10:00

**Jim Hamant:** nothing it doesn't make any difference whether healthy arizona plus.gov because that phone number tells you to use that website. So yeah,

**Fredreaka Graham:** the 855 number you got from the AHCCCS website and it's telling you to use the healthy eat Arizona website. Is that what you're saying? Okay. Okay.

**Jim Hamant:** arizona plus.gov. So the ...

**Fredreaka Graham:** The 855 number, what website did you get that one from? is my initial question.

**Jim Hamant:** it's on three of them. so when you call the 855-4327587, they have you punch all these numbers and then they said, you can also go on the computer and do healthy eer aaz plus.gov. not only so



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when you click on one, two or three or you end up in six and they say, unfortunately our lines are busy. We're going to disconnect you." But before they tell you that, they tell you to go to healthy plus.gov. So, it's sort of like a big loop.

**Fredreaka Graham:** what website did you get that one from?number on so that I can send that back to leadership.

**Jim Hamant:** I have no idea what happened is I got that number from United Healthcare Community Plan.

**Fredreaka Graham:** Okay.

**Jim Hamant:** I got that number from healthy and they said I had to call AHCCCS and then it turns out because my daughter is not AHCCCS she's long-term care dees and I had to use a different number but it was it that I only got that because I pushed the wrong number and got a live person.

**Fredreaka Graham:** I'll go ahead and report it back. I'm not hearing the website, so I'll just report the information that he's given me, and if there's any updates that they can provide me, then I'll be sure to give it to Morgan or Michelle so they can get it to the committee.

**Jim Hamant:** probably for our committee members, they shouldn't use that number. which was really interesting...

**+1 520-\*\*\*-\*\*61:** It's probably not Okay.

**Jim Hamant:** because why United Healthc Care Community Plan gave me that number is beyond me because It's the number to get help. It's the number for help. You just can't get through. and it shows up on the Healthy Eat Arizona Plus website. If it says,...

**+1 520-\*\*\*-\*\*61:** Healthy Arizona Plus website is...

**Jim Hamant:** Yeah, can't get anything from the website,...

**+1 520-\*\*\*-\*\*61:** what I'm hearing it shows up on.

**Jim Hamant:** you can always call this number.

**+1 520-\*\*\*-\*\*61:** Frier, were you able to hear That from the healthy Okay.

**Fredreaka Graham:** And know I don't know.

**Fredreaka Graham:** I'll still pass the information on. I don't know that IT folks have any dealings with that particular website but I'll still pass the information on and if I get anything back I'll be sure to give it to the committee. No problem. Sure.

**+1 520-\*\*\*-\*\*61:** Thank you.



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**Updates from DDD IOC Liasion**

**+1 520-\*\*\*-\*\*61:** Thank you, Update some updates from our DDD IOC liasion.

**Morgan O'Hara:** Yeah, I just have a quick one today to continue on with your data. For the month of December, the committee was given a total of 678 incident reports in the share drive. This includes 77 open and 601 closed. The committee submitted 39 questions to the quality assurance manager in the month of December. You also received multiple set dates of responses back as well and those are all in the share drive with the folder labeled questions if you need to refer back to those as well. The next DDD IOC statewide shares meeting is scheduled for April 23rd at 5:30. If you would wish to attend, just let us know so we can get that link to you. And the last one is the next DDD public town hall meeting for members, families, and providers will be held on Thursday, February 6 from 6 to 8. And that was all I had today.

**Discussion and Review of Incident Reports and Behavior Plans**

**+1 520-\*\*\*-\*\*61:** Thank you. Any questions on that? so I think we can skip number 12. I don't think we have any new committee members right now. And then I'm just wondering if we have anything for 13 and 14 or if we would like to go into executive session. So basically if there's anything on the IRS or any discussion that might be individual based based upon an IR red and let's say they quality assurance team sent back the responses and you still have questions then we would go into executive but before we potentially go into executive I just want to ask and once again since I'm not on video I apologize profusely

02:15:00

**+1 520-\*\*\*-\*\*61:** Is there any general discussion of incident reports or behavior plans member death discussion? I'm not sure if we have Patricia online today which would be behavior plan type of discussions etc. I have some discussions on that at some point but yeah I didn't think so.

**Mandy Harman:** I don't believe she's here, Lisa, cuz I don't see her.

**+1 520-\*\*\*-\*\*61:** So, if is there and does any and just if somebody can raise their hand on their video if they have any questions that we should just go into executive session briefly for Eva, do you have any thought on that? Would you like to go into executive? I have because I don't have video, it's hard for me to be able to facilitate a little bit. So, I apologize in advance. You don't have any specific.

**Mandy Harman:** I can help with that where I can cuz I'm on video right now. self.

**Jim Hamant:** So, I don't have any questions because I'm gone. No. and my books at home.

**+1 520-\*\*\*-\*\*61:** Okay, got it. That's right. you're outside of your home. That's right. I remember for the month of Anybody else? I don't know if Amber's still on the call, but I know that what we could do is we don't



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have to go into executive if we don't need to. So I just need a clarification from all IOC members if there's a need to or not. Okay. And Mandy doesn't look like as anybody else no one else is raising their hand. Okay.

**Mandy Harman:** And I don't see anything in the chat either.

**+1 520-\*\*\*-\*\*61:** Then this thank you guys. I know it was a lot of information today and I guess that the biggest thing is if we can I think that would help the vision the most right now. The most pressing would be to complete the five year strategic plan survey since that does close on Monday. and since we didn't meet in...

**Mandy Harman:** Yeah, if if we have more to add than what we already had.

**+1 520-\*\*\*-\*\*61:** if we have more to add but there are also other questions on that survey.

**Mandy Harman:** Right. Right.

**+1 520-\*\*\*-\*\*61:** So if we could all have just a chance since we didn't meet in November and December the other IOC committee they had the plan presented in those months. So I apologize for that but I think that's the biggest help that we could give the division that would be the most pressing would be to be open up that survey look at the questions answer anything that you might think would be helpful and then I don't know is that do anybody know in regards to the survey Christina are you still on board here with Or can Exactly.

**Mandy Harman:** Do we have to answer all of them or can we just answer some of them? if we already answer Yeah,...

**Christina Hedges:** I am sorry. What was the question? Do you have to answer all the questions on the survey?

**+1 520-\*\*\*-\*\*61:** Or can you skip?

**Mandy Harman:** cuz we answered some of the questions for you, but she's answered other questions. But I don't want to say sit there and retype everything I already told I just want to make sure that I could put something like that and...

**Christina Hedges:** It does look like potentially all of the questions do need to be answered,...

**+1 520-\*\*\*-\*\*61:** You know what?

**Christina Hedges:** but you could always just write na or...

**+1 520-\*\*\*-\*\*61:** Okay.

**Christina Hedges:** already answered or something like

**Mandy Harman:** it wouldn't sometimes those things kick it back. So, thank you.



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**Christina Hedges:** I promise to let them know to not count it against Mandy, I got your back.

**Mandy Harman:** I just hate spending time repeating myself. So, thank you very much.

**Christina Hedges:** I get it.

**+1 520-\*\*\*-\*\*61:** Yep. Okay. Then if we don't have a need right now to go into executive session, we don't need to.

**+1 520-\*\*\*-\*\*61:** And on do we have a motion to adjourn the meeting? now that your vice chair, Michelle, Morgan, Larry, is I know I'm not allowed to not really supposed to make a motion. What about vice chair?

## **Motion and Vote**

### **Adjournment**

**Mandy Harman:** A motion to adjourn.

02:20:00

**+1 520-\*\*\*-\*\*05:** Hi.

**Lawrence Allen:** That's fine.

**Michelle Rademacher:** It's okay for Mandy to make that motion.

**+1 520-\*\*\*-\*\*61:** Okay, all those in favor? I Thank you guys so much.

**Michael Johnson:** Hi.

**Jim Hamant:** Bye.

**+1 520-\*\*\*-\*\*61:** Really appreciate each and every one of you. and I look forward to and any opposed? good morning. Thank you. Have a great Friday and enjoy your weekend everyone and...

**Lawrence Allen:** Thank you everybody.

**Michael Johnson:** Thank you everyone.

**+1 520-\*\*\*-\*\*61:** thank you for all that you do and all your volunteer service. Bye bye.

**Jeffrey Yamamoto:** Thank you. Byebye.



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Meeting ended after 02:20:59 🙌

*This editable transcript was computer generated and might contain errors. People can also change the text after it was created.*

For August's IRs, the Committee members have been given a total of **678** incident reports in the Shared Drive. This included open **77** and closed **601** reports.

The desired IRs will be divided by the chair and equally distributed amongst the members.

**39-** Questions for Quality Assurance Management: Members of the committee will send the incident reports questions to the DDD Liaison: **Morgan O'Hara** to be forwarded to Quality for responses.

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**Adjournment**

**Meeting adjourned at 12:22 PM**

The next District Central IOC meeting will be held on February 28, at 10:00 am in the same virtual format.