



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually via Google Meet.

Meeting called to order by Committee Member **Sarah McGovern**. The date was January 8, 2025, at 5:02 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

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

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Sarah McGovern, (Vice-chair)**
- **Kin Counts**
- **Danelle LaMaide**
- **Teresa Brooks**
- **Selina Kataria**
- **Tonia Schultz (non-voting member)**

Absent:

- **Elizabeth (Beth) Bird**
- **Aimee Griffith-Johnson**

Public in Attendance: **None**

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

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

Healthcare Plan Liaison: **Adriana Molina** (United HealthCare), **Camilla Parker** (Mercy Care)

DDD staff and guests:

Christina Hedges (DDD Cares Administration - Office Of Individual & Family Affairs Administrator)

Katrien Filez (DDD Program Review Committee Administrator)

Casey Padilla (DDD Strategic Planning)

Sierra Garland (DDD Strategic Planning Admin)

Bernice Curro Sanchez (DDD East Program Review Committee)

Trudy O'Connor (District East Quality Improvement Manager)

Morgan O'Hara(IOC Liaison)

Michelle Rademacher (IOC Liaison)



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

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

This editable transcript was computer generated and might contain errors. Liaison has edited some of the transcript for accuracy and ease of reading. Any blue italics transcription was missed by the transcriber.

DDD District East IOC-Conference Call line - 2025/01/08 16:46 MST - Transcript

Attendees

+1 602-***-**39, Berenice Curro Sanchez, Camilla Parker, Casey Padilla, Casey Padilla's Presentation, Christina Hedges, Danelle LaMaide, Fredreaka Graham, Katrien Filez, Kin Counts, Lawrence Allen, Michelle Rademacher, Morgan O'Hara, Sarah McGovern, Selina Kataria, Sierra Garland, Suzanne Hessman, Teresa Brooks, Tonia Schultz, Trudy O'connor

Welcome

Transcript

Suzanne Hessman: We will call to order the committee meeting for the Independent Oversight Committee District East. Today is January the 8th, 2025. It's 5:03 p.m. And Morgan, would you read the disclosure of conflicts of interest for us, please?

Conflict of Interest

Morgan O'Hara: Do we have anyone that has to disclose a conflict of interest? If there is the committee member needs to disclose why

Teresa Brooks: me and I don't agree with it, but the reason why is because I know the name of the mother of a member that we'll be talking about in executive sessions.

Introductions

Suzanne Hessman: *Thank you Teresa, I am Suzie Hessman Chairperson* for the committee. Sarah,...

Sarah McGovern: Sarah McGovern, vice chair IOC



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Suzanne Hessman: Tesa, Thank you.

Teresa Brooks: Teresa Brooks, IOC District East Committee P Committee Member

Kin Counts: Good evening everyone. this is en Happy New Year. And I'm a IOC committee member district is I need.

Suzanne Hessman: And Danielle and...

Danelle LaMaide: Hello. IOC volunteer.

Suzanne Hessman: Selena. Thank you.

Selina Kataria: Hi Sorry my mute button got stuck there for a second.

Suzanne Hessman: And then I think I just saw Tanya, are you there?

Tonia Schultz: Hi. Tanya Schultz, the, facility representative for ATPC, non- voting member.

Suzanne Hessman: Thank Did I miss any committee members? Morgan, would you go through the other attendees for me? Thank you.

Morgan O'Hara: Christina, can you start us off?

Christina Hedges: I would love to. My name is Christina Hedges. I am the DDD Office of Individual and...

Christina Hedges: Family Affairs Administrator. Thanks for having me.

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

Katrien Filez: Hello everyone. Good evening. Happy new year. Katrine File, PRC administrator with DDD.

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

Berenice Curro Sanchez: Hi, good afternoon.

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

Trudy O'connor: Hi all, happy new year.

Morgan O'Hara: Casey. Thank you.

Casey Padilla: Hi, I'm Casey Padilla. I'm with the Program Development Administration and I'm here to present about the strategy moving forward.

Morgan O'Hara: Sierra

Sierra Garland: Hi, I'm Sierra Garland and I am the strategic planning administrator's assistant.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Morgan O'Hara: Thank you, Larry.

Lawrence Allen: Larry Allen with the Arizona Department of Administration.

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

Fredreaka Graham: Hi, this is Frederria Graham with AHCCCS.

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

Camilla Parker: I am Camila Parker.

Morgan O'Hara: Michelle. Thank you.

Michelle Rademacher: Hi, good evening. I'm Michelle Rademacher. I'm a DDD, independent oversight committee liaison with the CARES Administration.

Morgan O'Hara: I'm Morgan'Hara. I'm the other DDD IOC liaison with the CARES Administration. And then we do have a phone number with us ending in 39, maybe a member of the public. Okay.

00:05:00

Casey Padilla: If you press star six, it'll take you off a mute.

+1 602-*-**39:** Hello. I'm sorry I couldn't get it. My name is Adriana Molina and I'm covering for Ian Wilson. I'm with United Healthcare Community Plan. You're welcome.

Morgan O'Hara: Perfect. Thank you so much. right, I think that's everybody.

Strategic Planning Presentation - DDD

Suzanne Hessman: Okay, our next agenda item is the strategic planning presentation and discussion. I'm not sure who is going to be presenting for that.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**



Casey Padilla: I'm going to go ahead and share my screen. All right. So, let's roll down. We'll go through and define what strategic planning is. why it's important. the recent DDD strategy efforts, the timeline, what we envision for the future, and then wrap up and next steps, and then any questions that you have. So, it's been almost a decade since DDD last published a long-term strategic plan, and so we feel like the time is right to go ahead and revisit that. with your input, we want to build our five-year plan.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

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**

2

Casey Padilla: We believe that it's critical initial step in the process to gather from those that support the DDD program and you'll have the opportunity to provide input that we'll be able to use in that planning process. We've begun to engage DDD members, family members, individuals supported by DDD, providers, associates, tribal nations, and any other interested parties. we did put out a survey so that they could answer it on their own time and in their own abilities and it is open until at the end of this presentation you should have a better understanding of the why and how and when for our strategic planning activities. So what is strategic planning? we're mapping out the vision for the future and how we're going to get there. And so, we're focusing mostly on this last column over here, the long-term 3 to five. The operational planning is those short-term daily things that, I want this thing and I'm not getting it or it's case specific. and then the tactical stuff is something that is a smaller thing that's just quarterly or annually. But the strategic planning that we're working towards is the long term. So somewhere between three and five years. we hope to our goal is to create that plan and have it shared by July of this year. let's see. We don't need all that. So we'll jump to the why is it important?



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

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.

3

Casey Padilla: it clearly identifies long-term objectives and maps out how we're going to get to them. And then it aligns our goals with the realities. So I'm sure that you're all aware that the population is growing exponentially and so we're trying to figure out how we're going to meet the needs of that new population size. it gives us a clear sense of where we're going. And if our goals and objectives are the destination on the map, then the strategic plan is our navigation system. It's our version of Google, I guess. And our mission should always be front and center. And so we have that out there. The Division of Developmental Disabilities empowers individuals with developmental disabilities to lead self-directed, healthy, and meaningful lives.



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

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

Casey Padilla: we want to make sure that that is always the target of our strategic planning and in order to do that we have to keep our focus there. the recent DDD strategy efforts have I'm sure that most of you have heard the current to future tagline and so the things that we worked on previously 2020 to 2022 were the vendor call process the access to care quality management oversight and administration claims processing and augmented the ACC devices AAC devices the nursing assessment process and the tribal health program. all of those are working now and moving forward and making adjustments because everything we do, we try to do it, adjust make it work better. So, currently we are working on improving the behavioral health services for DDD members and strengthening those that are available for them, making sure that we're hitting the dual diagnosis and positive behavior support training. we have had lots of opportunities available for people to do those trainings and they have actually been taking advantage of those. So that's been really great. the implementation of the RFQVA just started today was the first day for the new RFQVA. So all of our vendors are moving forward under that new contract.



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

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.

5

DDD Mission Statement

Mission

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

6



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

00:10:00

Casey Padilla: And then the NCQA accreditation is something that we're working on right now and that is to strengthen the support that our support coordinators are providing and that DDD staff in general is providing to all of our members on a regular basis. So it is going to provide a structured standard so that there is more consistency. All we are in that gathering information and input. we're trying to define those priorities. We're going to get information. We're doing many meetings with everybody we could think of that we could get into their meetings for and we're having this opportunity to present to you and then we'll ask you some questions, get your feedback.

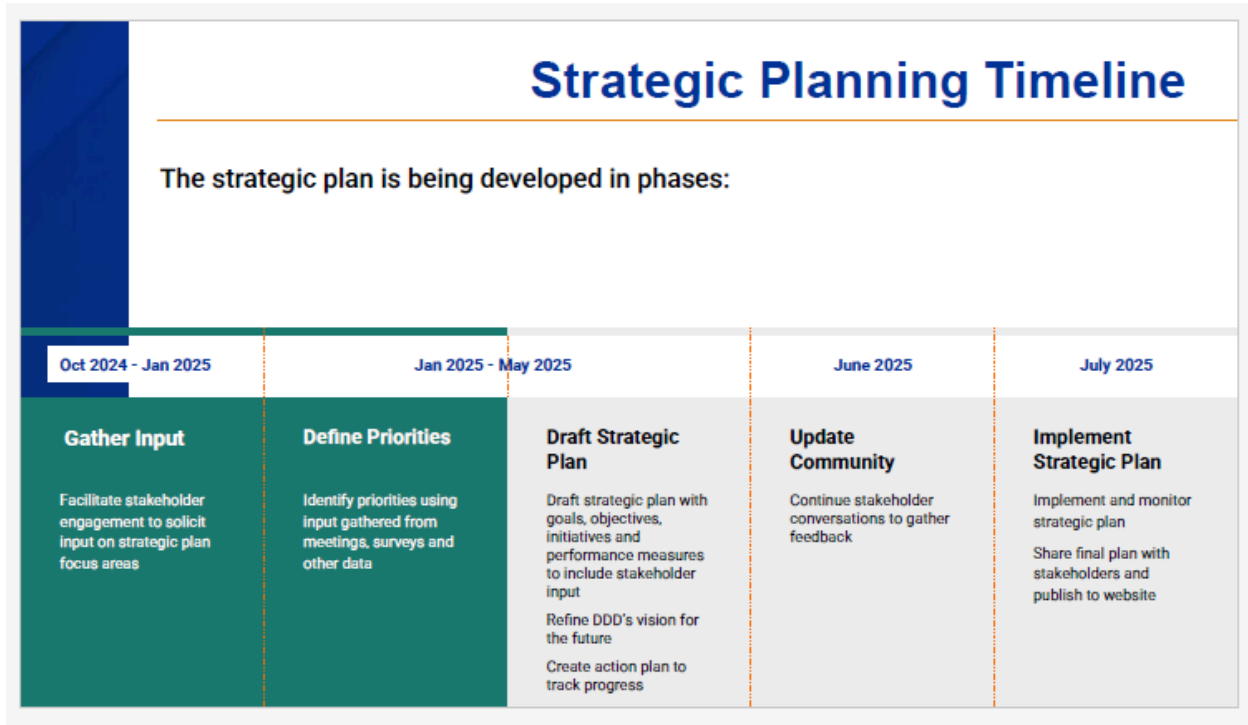
Recent DDD Strategy Efforts

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

**currently in progress*



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**



Casey Padilla: Then someone is going through and reading every single comment on the surveys themselves and then on all of the stuff that we collect from these meetings and we're categorizing them and defining what our priorities are going to be moving forward. So then that'll take us a little while and then we'll draft the strategic plan and then continue. We're going to make sure that after we draft it, we're not going to be like, "Okay, peace out. Thanks for your input." and leave it. We want to make sure that we're touching base and reaching back out and making sure that we're doing that plan, do, check, act process where we're consistently looking for ways to continually improve and just do a better job. So, there will be multiple updates and we're going to be reaching out to the community to have conversations and gather more feedback and then make adjustments



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

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?

9

Wrap Up & Next Steps

Complete the Strategic Planning Survey by January 24, 2025.



English



Spanish

10

Casey Padilla: We do want to start with the actual strategic plan itself in July, but we did begin all of this gathering of the input in October. and we also checked with internal staff as well as reaching out to All right. So, who's on with me? I know it's not Angie. Christine. Is it Christine?



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Christina Hedges: Yeah, I'm here.

Casey Padilla: All right.

Christina Hedges: So, I forgot that I was supposed to help facilitate this part.

Casey Padilla: Right on. So you go in.

Christina Hedges: So,...

Casey Padilla: It's okay.

Christina Hedges: we have three questions as you can see here that we are going to be posing to all of you to answer and kind of give any feedback that you have. so, anything that you say if you want to put in the chat, come off mute, please feel free. Sierra is here and she's going to be capturing all of that. and as you know, this meeting is recorded, so we can always come back and make sure that we've kind of nailed down exactly what you've said. So, the first question we really want you to think about is what are your hope your hopes or goals for the people the division serve over the next five years?

Christina Hedges: Yeah, Kin.

Kin Counts: Yeah. So, you hear me? You can see noise. So, I would like to see I hope that there'll be more monitoring of the group homes because with the thousands of IRS we are looking at I mean it is sad. So I guess with more monitoring of the group homes which I think is impromptu they don't even go and visit once it has to be more often and to keep track of what is going on in the group homes is not by just one visit in a year or in a visit in six months. It has to be very frequent and it has to put it as an impromptu. It's not like, we'll be coming tomorrow at 3 p.m. yeah. All right. Okay. Let's have all the stuff all properly, No, I think we need to do more with this group homes that is just mushrooming everywhere and all the IRS we're getting. So, I think that is very important because we are looking at the population is going into group homes. I shouldn't even say aging but what I mean it's like that they are out of the being kids or even for the children.

00:15:00

Chat Message: *Camilla Parker: My Hope/goals would be for members to have more monitoring of group homes as well. The staff either dont speak english, are not skilled to work with members that have some challenges, or they dont allow the home to be a "home" for the member.*

Kin Counts: So that's one thing I would like really to see with that and also the other thing is for the parts of the lives of the members is probably a lot of our members can actually contribute to the society by working many of them many just take my son's DTA for example example, there are so many members there that can do things. However, what they need is a job coach, one-on-one, not one that just go there and say, "Okay, three months training and then you're there on your own." They need that someone



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

constantly. I know funding is, funding manpower is lacking, but that is so important. If you want them to contribute, we have to provide them the opportunity and the sources to help them get back into it because a lot of them can do stuff. But no, they're just at a DTA, socializing and things like that. You wonder why? Because I mean, that is not say that they have to do a full-time job. No, even at a store doing packing or whatever that they can do, but the problem is they need people to be with them. they can't just go there. It they cannot work. They can, but they just need somebody there to be with them and helping them, coaching them like a body, So again this comes with funding and a lot of manpower not enough people to do that or things like that.

Kin Counts: So I think that would definitely improve their life because once they work so called the things they contribute to the community they feel good about themselves and many of them but I said there are so many I'm sure members can do that and I'm just looking at my son's DTA I know 90% of the members in there they are very capable of doing jobs So I would definitely like to see that improve and not just focus on something that is just like we want to see them do this well but yeah we need to do something to help them not just say can put them there do this do that we have plans for this people resources to help them. So, that's just my two cents. Thank you.

Christina Hedges: Thanks, I do want to point out that you were cutting out a little bit. So, if you do want to come off mute again, maybe try keeping your camera off and we can see if that helps. I know there's some kind of wild storms going around right now. but I think we were able to capture everything.

Kin Counts: Thank you.

Christina Hedges: Is there anyone else that wants to

Suzanne Hessman: I would like to second all the things that Kin said I think she's spot on with those. I also, have personal experience with my daughter living in group homes for the last 11 years and the quality of care is terrible. the vendors make a lot of money and provide very low quality of direct care providers in the homes. and we've experienced this with over the years probably 8 to 10 different vendors. So it's not just one agency, it's over and over and over again. The lack of accountability. it seems as though the division provides a technical assistance, but nobody ever gets booted out or held accountable for their action or lack of action because there's just not enough when we do a vendor call, one provider responds. And so, does that really give you a choice? No, you have no choice because you have to accept that. I'd also like to see a lot more options for housing. I would love the option of my daughter being able to live in a situation like my mother-in-law lives in where she's in an adult community.

00:20:00

Suzanne Hessman: She's at Robson Reserve where she has her own apartment, but yet the medical care, transportation, community eating, all of that is available and flourishing. And I think she'd do really, really well and love to be in an environment like that. It's not institutionalized. she is at home. The group home hardly ever takes her anywhere and it's a very sad isolated existence. And with the same thing that Kin was talking about with work she's one who is more functional than a DTA but not ready to be able to have



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

work on her own and the support structure is just not there for her to flourish out in being able to be a functional member of our society. That's it.

Christina Hedges: Those are great suggestions, Teresa.

Teresa Brooks: I second everything that was said before as well and totally agree about the group home situations. I hear nightmare stories all the time. I've had my own nightmare experience with trying to find a group home. and it was so bad we pulled out. and so there are different options. when both sets of my parents were aging, we looked at different facilities and I kept thinking, this would be so good for my son to have this. And even living in a group home, he's isolated. he's isolated at my home because he does not do well in a DTA and so he's significantly impacted by his developmental disability. So I think we need to get more creative on how we handle living situations for our population. I would like to see an improvement in services for members and I put on their group home. I'd also like to see us empower members, guardians and parents to make more informed decisions regarding services and providers. one of the ways we can do that is through a rating system. and give them information. it just seems like I get all my information from other parents. So, it's really difficult. and then to provide better safer environments for those who are at an even higher risk, who are non-verbal and those who are severely impacted by their disabilities where they don't have a voice for themselves. when you posted you had a slide that had the goal of DDD. I don't know it was kind of the overall goal.

Christina Hedges: our mission statement. Yeah, that one. What?

Teresa Brooks: Yes. Yes. I read that and I see to lead self-directed. for me that my son can't really self-direct. So, it makes it hard. I am his advocate. He doesn't know, what's available to him. So I would like to see you somehow embrace the people like my son in that statement. I don't know how you do that. And that's all I have to say.

Christina Hedges: Thanks Teresa Sarah.

Sarah McGovern: I would agree with everything that's been said here. of course we all have very very different situations and my son has benefited greatly from a lot of the DDD programs. So I've seen a lot of really positive things come out of the services that he's received. But I also am completely aware reading the incident reports I have the same feeling where with group homes there really is I've been doing this for a while now. I mean Susie's a little more of a lifer than I am but to be honest when you read over and over and over again you begin to say it just can't be that this is an isolated incident.

00:25:00

Sarah McGovern: Some of these things are pretty hair raising and I don't know if a rating system would be helpful but something there because again we have a very vulnerable population and not everybody can be expected or to understand exactly how to handle these very very tense and high-risk situations. but with that said, I agree with everything that everybody said. And one area where I consistently see a gap when we talk about being independent is transportation. And this is just something that comes up with



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

me all the time where I have a son. We have made huge efforts to have him involved in the community in the DTA. He has a part-time job. but it's just that transportation piece is really really hard to nail down. and that is something where I see, independence being something where someone like my son is a little bit on the more moderate side, would really benefit. It's very very kind of hit and miss and kind of an afterthought from just my experience. So, anyway, there you go.

Christina Hedges: Thanks, Anyone else want to throw their two cents or five cents out there for question number one before we move on to question number two?

Camilla Parker: Mine's in the chat. I also agree with the group homes. Many of the staff don't even speak English. They're not skilled in working with individuals that maybe have some challenges. and they don't create a place that feels like a home. And it's odd because the person lives there, but it should be their home. And I understand it's their work environment, but it's also the person's home and we should treat it that way and they need to be trained on how to do that. So those are my thoughts.

Christina Hedges: Thanks, Cammy.

Suzanne Hessman: And I want to echo on Sarah with the transportation. Absolutely. I think that that's a big piece that continues to hinder the growth of members and isolates them and with the ability that we have with ride share I mean to be able to give some kind of financial support that way. My daughter it's expensive, but she was able to, get a ride share, go down to Safeway and get her Starbucks coffee and socialize with people there. And, I'm like, "Okay, that cost us \$8 to go down, eight bucks for the coffee, \$8 to come back. That was an expensive day, honey." but it makes a huge difference with e even something as simple as that she would look forward to for her day. So yeah, I echo the transportation whether it's simple things like that, socialization, going to the grocery store, doctor's appointments, work, school, all of that.

Christina Hedges: Yeah, for I think that's a great point. We can create these great events and senses of community, but if we don't have any way to get there, then there's not really any point. So, okay, are we ready to move on to question number two, everyone? We can always circle back around to question number one if we need to. Okay, let's go for it. question number two, what part of their lives do members want the division to help improve in the future?

Camilla Parker: I would say learning how to make friends with people, getting into their life of making friends as well as finding someone a relationship. I know that we don't think about those things as a person that just can find friends and find a relationship, but it can be difficult and it doesn't seem like there's very much support from the division on getting those. I mean, who would have thought that having a girlfriend would be such a big deal, but it for someone that has challenges in that area, but they deserve to have that. and so I don't know, that would be something that I would say.

00:30:00

Chat Message: Sarah McGovern: I have to step away for a minute. Provider just arrived.



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

Suzanne Hessman: I definitely agree with that. whether it's a girlfriend, boyfriend, or whether it's making friendships that are lasting because I'm the center of my daughter's whole world. She calls me 30 times a day to tell me every good thing and bad thing and advocate for her. and to be able to have friendships or relationships or both beyond. and especially she's autistic, so socialization is her number one disability. And so to be able to improve that would be life-changing.

Christina Hedges: Yeah, I couldn't agree more. I think even as an adult without a developmental disability, making friends is hard, but add on having a developmental disability and then you've got more challenges. I think Kin raised her hand next.

Christina Hedges: Sorry, Teresa. We'll come to you right after. Kin.

Kin Counts: So I have the camera off So other than the job part, I was thinking since just support coordinator that comes quarterly. I was just thinking regarding the social part if DD has somebody that would come once a week and be with the member friends socialize with them and things like that. So it's a body system and instead of three every quarterly they come every week visit so that they're familiar and our members kind of know okay we have a friend there and there's this friend that's consistent I know mine goes to GTA and he has his friends but I think that's different when you have a special friend that comes visit with you spend time with you and things like that and it And it also helps because in a long term if the members are on their own and they have no family they go there is this person that they remembers that they built that friendship from not say young but younger until when they age there's this just like when you have friends where is from high school from and I think it makes a difference because then there's a sense of security to so wherever they go in the future if they have to go to a group homes because the parents are gone and things like that there is this person that will help them in their life because this person has been in their life not those come and go like but somebody so I mean I just was just thinking along that line that can really help improve our members life as they age. So yeah, that's another sense from

Suzanne Hessman: Before you jump to Teresa, I'm going to add on to Kin. So, when my daughter was younger, we did have, peer support through the Mark Center, but she aged out of that. It was working very well. And then, of course, this is when it's working let's just take it away. So then she turned 25 and that program was no longer available. And the peer would come twice a week and it worked really nicely. So

Christina Hedges: Thank you both, Susie and Kin. Teresa, sorry, I'm having a hard time seeing.

Teresa Brooks: I just hit the wrong button. I hit my hand raise button instead of my microphone. I know I've heard transportation is an issue. I agree with that. and it kind of goes along with what Kin and Susie said. I would like to see services for adult members improve. It seems like there's all these things for when they're younger and even therapies. It's really, really hard to find good therapists for an adult like my son. So, I think it's like once they age out, it leaves us floundering for what to do. And there just needs to be more support for when they age out with these programs.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

00:35:00

Christina Hedges: Teresa, can I ask a clarifying question? When you say therapist, do you mean like behavioral health therapist or OT, PT, speech, or all around?

Teresa Brooks: OT, speech, music, all of them. All around.

Christina Hedges: All of it. Okay. Okay.

Teresa Brooks: Yeah. Yeah. Most of them want to work with children and and I get it. But my son needs therapies, too. So

Christina Hedges: Kids for sure. Anybody else want to come off mute put it in the chat? I think after this slide, Casey does have a QR code that we can send you guys or...

Casey Padilla: the 24th.

Christina Hedges: that you can scan so that if you are able or want to go back and have these conversations with the members in your life and then kind of fill it in later. when does it end, At the end. I think it's the 24th. So, you'll have some more time to put in whatever you want or talk to other members or the members in your life and then put that in. And Casey, correct me if I'm wrong, but you all are reading every single survey that comes through. So,

Casey Padilla: every single one and it's me so I know that it's absolutely happening and if I have any questions if you like it it's anonymous unless you put your information in there but if you put your information in there and I have any questions I've actually called multiple people to get clarification to make sure I'm putting what you actually are trying to communicate. but we'll talk about that when we're done here.

Christina Hedges: Sorry, I jumped ahead.

Christina Hedges: Anybody else on question two? I feel like I should sing the Jeopardy song before I know when to move on. question number three. How can the division ensure that individuals are at the center of decisions about their own lives?

Suzanne Hessman: Kind of to follow up with what I had said before about it, you're not really making a decision when only one vendor answers your vendor call. I think that's a big part of it. When you don't have therapists available, when you don't have group homes available, you're not really making a choice. And group homes move in housemates without talking to you. You have no choice who lives in your home, who's in the room next to you, what food they're cooking, what snacks you have. I mean, the group home my daughter's in right now, they don't even have bottled water or filtered water. And who in Arizona drinks tap water? It tastes like dirt, So, I mean, that's a basic necessity. So yeah, you want to have decisions that you can control in your life. Do you have a key to your front door? No. Do you have a key to the mailbox? No. Just basic human things that just don't happen regardless of what DDD policies are. It doesn't translate down to the ground to regular life.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Christina Hedges: Great points. Anybody else? Go for it. You don't have to raise your hand.

Kin Counts: Yes, I agree with Susie. I think it is so important that first of all we need to know before we have our kids in a group homes or the members we need to know what are their medical needs whatever needs they have such as medical needs and then from there we give them the choices rather than you just put them there and then say okay this is like so you're saying okay you don't know who and you don't know whether your next door is going to punch a hole in their room and things like that. So in order for the individuals to do have the decision making we need to understand their needs first and then provide the choices the called the correct choices.

00:40:00

Kin Counts: Then that's where then we kind of understand and then once they know that their needs are met first of all you need to know your needs are met then I think that's how they can decide whether it is appropriate for them or not. So another one sense

Christina Hedges: Thank you for your sense, I appreciate them. I think another way to kind of frame this question and kind of think about it is what can the division do to make sure that members or the people that we're doing all these planning meetings for are really a part of the decision-making process. So, if we're thinking about Danielle or Danell, sorry about that.

Danelle LaMaide: I have a question for Suzanne. I am the owner of the group home that my kids are in and when we have our PCSP meetings, we always ask the parents if they have any issues with the members that are in the house and you're saying that your daughter isn't even provided the appropriate water. Do you raise any of these issues at any of the meetings and how do they address that in the meetings? that would be something I'd suggest there and how do they respond when you bring up those issues? I find that appalling that they don't even have water available at the group home.

Suzanne Hessman: *My daughters situation is high needs and we have* meetings and we have about 15 to 20 people on those calls. So, highlevel people in DDD are fully aware of all of her circumstances. What we get is a lot of excuses from the group home.

Danelle LaMaide: that's unfortunate. Okay. ...

Suzanne Hessman: It is

Danelle LaMaide: what I did was just opened my own group home and...

Danelle LaMaide: put my own kids in my group home and...

Suzanne Hessman: And that's great that you did that.

Danelle LaMaide: then Yeah.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Suzanne Hessman: I actually started my own agency when she was living in an IDLA because I couldn't get providers to show up or they show up for a day or two and leave and it was very hard after the pandemic to keep providers especially when you're a small agency and...

Danelle LaMaide: Right. Right.

Suzanne Hessman: the only person they were caring for was her. So you wasn't, necessarily giving them all the hours that they wanted and have all these other benefits that I could provide.

Danelle LaMaide: Right. Right. Right. Okay.

Chat Message: Michelle Rademacher: goodnight, I have to step into the DW IOC meeting now

Suzanne Hessman: I couldn't give them healthcare and, things like that. So it became very lots of times I would be the one who would go out there and do the care for her going away from my own job because of, lack of provider. So, it just became where it wasn't sustainable for me as a small place. I'm glad it's working for you with doing that in a group home for your kids. Yeah.

Danelle LaMaide: I was just checking to see what the response was, if you had any issues with them and how they're responding to it.

Suzanne Hessman: Unfortunately, I mean,...

Danelle LaMaide: That's too bad.

Suzanne Hessman: the group home shows up on the call and they say things like, " let me check with the other nurse. I don't have that information. I'll email it to you." And then we don't get any email and nothing happens for the next two weeks. And then we show up at the meeting and the same it is like rinse and repeat, So, it's very very frustrating. Thank you.

Teresa Brooks: to run a good group home and I applaud you on so I think that's why almost all of us on that first question mentioned group homes because it's a huge issue.

Danelle LaMaide: I understand. My son was in several before I opened my own, and that's why I opened my own was because for that very reason. So, yeah, I get it completely.

Christina Hedges: So I think one thing that we can kind of glean from that is that when there are meetings especially when members are in group homes if we can actually invite the members and ensure that they're there if it's appropriate. I know but I think there's also times when the division or other entities could do a better job ensuring that the member is actually there to have their voice heard, whether that be actually their voice or another way that they communicate. So Sarah



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

00:45:00

Sarah McGovern: I was just going to say this is a really hard question for me to answer because I'm the guardian of my son. So, we always give him the opportunity to be involved in his decisions. We try to ask him I'm a social worker, so I'm good at asking all those good questions and motivational interviewing and things to get responses even though it's hard to do. so I guess I need a little more what are the options for including what are we talking about when we talk about this particular kind of question because there's so many layers to it. There's guardianship there's cognitive ability to make decisions. is all these things. if we included my son, he'd want to, have 15 girls come to his birthday party every single week sponsored by DDD with a free party bus. that's what he would want. And, he has no understanding of money. \$10 is the same as a piece of paper, a post-it note, as far as he's concerned. So it's hard for me to understand when we talk about including women and making the center of these decisions, what kind of options are we thinking about or what does that process look like? If I can get a little more information. Yeah.

Christina Hedges: I mean, I think that's kind of a really good point in that the division serves such a vast variety of members that it really could look completely different from just even on this committee. It sounds like all of you have kind of very different situations maybe with some overlap here and there. but I think that's kind of a really good thing to think about that there might not ever be one kind of one-size-fits-all for any of these or especially what your son being at the center of his decisions might look completely different than Suz's daughter and whatnot. And so I think that's a really good point to make in and of itself. Sorry, I don't really have a clarifying question or perfect. No, I think that's great. I mean, and if your son wants to ask that DDD brings him a party bus for little girls,...

Sarah McGovern: Okay, I'm gonna think on this one a little bit more.

Christina Hedges: he can definitely put that on the survey. I So,...

Sarah McGovern: Have we ever thought about we have packs we have parent advisory committees for a lot of the programs that we have for families and I'm wondering if we ever have any a MAC like a member advisory committee Okay.

Christina Hedges: the division actually did just start our member what are we calling advocacy council. but it's similar to that. they are open meetings. I believe the next one is happening January 22nd at 2 p.m. They're on our website in the public councils and committees part which it's actually the one right below the IOC. So if you know how to get that actually here I'll just put it in our chat. How about that? It's the third one down. It tells you exactly when the next one is. And you can see the recordings from the previous ones as well.

Chat Message: Christina Hedges:

<https://des.az.gov/services/disabilities/developmental-disabilities/councils-and-committees>



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Sarah McGovern: Okay. I don't know if my son would be able to sit still or sustain interest long enough to serve on one of those committees even though his mother would love it. But we're different people so that out

Christina Hedges: I think we only have one or two maybe three members on the committee. It's primarily family members. So, if we could get a member to even participate just for a little while, I think that would be awesome. We always love hearing from members. We also have our self-advocate meeting if your son ever wants to attend one of those as well. And I think that might not be on there on that website, but I can get you that information if you want it. Does anybody else have anything that they want to last chance for you to throw your sense out there? Casey, I'll pass it back over to you then.

Sarah McGovern: I'll poke around a little bit.

00:50:00

Casey Padilla: All right Thank you very much. Thanks everybody for engaging in that. Sometimes we come to these meetings and it's like crickets. So I very much appreciate that you were all speaking out. So thank you. This is the QR code for the surveys and Sierra just dropped links into the chat as well. please feel free to go in and do the full survey. It's actually larger than These three questions are in that survey, but there are multiple other questions also included in there. share it, put it on your social media, you can give to anybody that is in Arizona, you can have your families do it, you can have your children do it. the more it's shared, the more information we're going to get, the better chance we have of hitting the nail on the head with what our actual vision needs to look like for our strategic plan. So, please share away. and then this last one is just any questions, Teresa? It's already been sent out.

Chat Message: Sierra Garland: English:

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

Spanish:

<https://docs.google.com/forms/d/e/1FAIpQLScftK4VDphRRM44rbZaF7oENolwBTORTXt7q-wiHi-11516jw/viewform>

Survey closes on Jan. 24th

Chat Message: Katrien Filez: Christina, if you could share the self-advocacy mtg link, I would greatly appreciate

Teresa Brooks: I'm sorry if I missed it. Is this going out to the public?

Casey Padilla: It was sent to anybody that we had an email for in our system. It was sent to every person whose email we have in the system. I think we're running into some problems with people thinking it's trash because it looks like junk mail. And I think it's going to spam and it's getting thrown away and it's just not getting out there. they did just put it into the newsletter as well, a reminder about it and the link.



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

but like I said, I'm not a part of any of the social media groups, bazillion. So, if you're on one of the parent groups, please feel free to share the links and tell them to get in there and get her done because my heart is that right now we have very limited amount of replies and I would love to see it multiplied by a zillion because I want to make sure that we're actually hearing what our members need and we're focused on what is going to help them the most moving forward because creating a strategic plan is fantastic, but if you trip at the start, you're never making it to the finish. So, we just want to hear as much as we can from as many people as possible. share, and share again. And like I said, all of you are more than welcome to go on and do it yourselves. And you are not required to share your name or anything, but if you would like to, you can. And if I have any questions, I'll reach out to you.

Chat Message: Christina Hedges: Let me see if I can find it. If not I will make sure Morgan gets it out

Chat Message: Katrien Filez: Thanks!

Teresa Brooks: Does DDD still have a Facebook page and is it active? Because I never see anything from there.

Casey Padilla: There is a Facebook page. I'm not certain how active it is, honestly. I have requested that the survey be put on, but we have to get everything approved any post that goes out has to be approved before it can go.

Teresa Brooks: I'll try to share in the groups that I'm in.

Casey Padilla: And so I'm not certain at this point if it's still in that stage or if they're just saying we're just going to go ahead and keep it in the newsletter and keep doing those things. That's why I'm like as a parent, please feel free to share it and give to everyone you've ever met. If some like you blink at them on the street, give it to them. So that would be fantastic. I greatly appreciate that. Okay. Yeah,

Suzanne Hessman: I'm gonna ask an old lady question. So, how do I share this QR code? I just tried to save it as an image, but it wants to save as a web page. Yeah.

Casey Padilla: that's all it will do is save as a web page because the way your camera works is it translates it automatically. But if you get that link out of the chat, you can share the links themselves.

Morgan O'Hara: I can send you guys the links at the end of the meeting as well. Yes.

Suzanne Hessman: Okay. The ones that Sierra sent. All right. I'll just cut and paste that. Yeah. Sorry to sound like,

Casey Padilla: no. You're good. I'm glad you asked because I'd rather that you ask than just be like, I guess I don't get to do it." So, any other comments, questions, concerns? No. thank you very much for allowing us to come and speak with you and get your input. we really do greatly appreciate that. if you have any questions or anything, you can feel free to reach out to any of us. our emails are on the invite, so feel free to do that.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

00:55:00

Casey Padilla: And I thank you again and I'll get out of your hair.

Chat Message: Teresa Brooks: Thank you, Casey!

Suzanne Hessman: Thank you very very much. I think that was a wonderful presentation. Thank you.

Casey Padilla: Wonderful. Have a wonderful night. Bye-bye.

Discussion on Conflict of Interest

Suzanne Hessman: You let me go back to our agenda here. a discussion on conflict of interest. We have never had anything come up before so I felt a little blindsided by what happened at last month's meeting with all of a sudden Larry announcing that Teresa was having a conflict of interest. And so I would like to understand the process and who is making the decision on that and do we go to an appellet court or Supreme Court or how does that decision making process work on whether there's indeed a conflict or not? I don't know if Larry's still on. Is he still on?

Lawrence Allen: Was that a question for me?

Suzanne Hessman: I'm assuming that you would be the person that answered it.

Lawrence Allen: I mean, I can tell you a conflict of interest in the context of our public meetings, a conflict arises when a committee member is involved in a meeting that could potentially influence their judgment or decision making based on what they see or as they read an IED report or something that should come up during a meeting. and the conflict of interest rule is in place to address transparency and accountability and public meetings. And exactly the way it happened at the start of the meeting when Teresa voiced that she did have a conflict. That's exactly how it needs to play out. Teresa submitted the form to me stating that she had a conflict. she doesn't agree with it but at least in my view there is a conflict there and in the meetings

Suzanne Hessman: So I guess my question is so are you're the decision maker then on whether there's indeed a call.

Lawrence Allen: in the meetings Yes. Yeah.

Suzanne Hessman: And are you able to provide policy or statutes or something that lets us know that you're the judge on questions of conflict?

Lawrence Allen: The I mean Arizona revised statute article 8 out list the conflict what am I trying to say definition of conflict also the Arizona attorney general's office also outlaws that as well I'd be happy to send that out to the committee for y'all to review and it's a gray area here, too, because, we're not making million-doll contract real estate deals here, So, it is a gray area. but we're airing on the side of caution here and calling it a conflict. If you don't agree with that as a committee, you can certainly vote on it and send



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

me an official question from the committee and I can get an official answer for so I'd be happy to send that out to the committee the statutes and the rules and the attorney general handbook.

Suzanne Hessman: Okay. Thank you. Right. Okay, I would appreciate that.

Lawrence Allen: So yeah.

Suzanne Hessman: I think this is just the first time we've had an issue arise and...

Lawrence Allen: Right. Right.

01:00:00

Suzanne Hessman: wanted to understand the whole process and...

Lawrence Allen: Yes. All right.

Suzanne Hessman: how that decision is made or if it's voted on by the committee that it's a conflict. of course we want to be cautious, but I guess as a business owner, I think of a conflict as far as if it benefits somebody, like you're saying, yeah, real estate deal. So, is it benefiting somebody financially on the committee? Obviously, that's not going to be the case in I can't even think of one that it would be in our capacity. but I didn't feel like Teresa had the opportunity to explain to the committee exactly the circumstances in order for us to even consider in if we were to vote as a committee whether that was a conflict. Teresa, you've got your hand raised. Go ahead.

Teresa Brooks: So, I think one of the things that has me stumped on here is in this situation, I don't benefit in any way. And if you look at the bottom of the IOC committee member disclosure form, it has three questions that I would answer to determine if I have a conflict of interest. So one of them is the first one could the decision affect either positively negatively or interest or an interest of the officer or employee or the officers excuse me or employees relative. But at the first it says to determine whether a substantial interest exists. And so it can't just be maybe a little conflict. It says substantial interest. And so that's what I'm having a conflict with is the wording. And I read one of the statutes and I couldn't see in there where it was for me.

Lawrence Allen: No, it's full of legal ease. I agree and it's kind of hard to read. but in my opinion, there is a conflict there. you have knowledge of an instance of individual. and the other committee members do not which would cause a conflict in my opinion.

Teresa Brooks: And just to be clear,...

Lawrence Allen: And then at that point once a conflict is determined then the person with the conflict needs to recuse themsel from discussion and voting on that particular matter so they don't influence or determine the outcome of that particular issue that the committee is going to Yeah. Mhm.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Teresa Brooks: and I would totally agree with you, Larry. and we've talked about the issue I have is I only know who this person is. I don't have a relationship with this person and I absolutely don't know the member at all. and the only reason why I knew was cuz everything wasn't redacted. So, does it influence my looking at the incident reports? Absolutely not. So, because I said, I don't have a relationship with this person.

Suzanne Hessman: Tonia, go ahead.

Tonia Schultz: As far as I know, the member is no longer in our district. So, I don't know if Susie, if you're able to reach out to I don't know if we would know what district she's in to let the other committee know, hey, we had some concerns. Can you keep an eye out, But I don't know that a conflict even exists anymore because she's not in our district anymore. she's not here. So, we wouldn't have her IRS or anything anymore. So, that's just my thoughts.

Lawrence Allen: I think the issue was what Teresa was bringing up was what's not happening now is what happened in the past, right? If I'm not mistaken. Is that true Teresa? I don't want to speak for you, so I don't Yeah.

01:05:00

Teresa Brooks: Yeah. Yeah. It's from previous Yeah.

Lawrence Allen: What's up? Go. No.

Tonia Schultz: Not that I would want to pass the buck by any means, but there is a committee in the area where she's at that would be able to take over for us. I don't know, like I said, I don't know how if it would be Susie or who it would be that would be able to reach out and say, "Hey, we had these concerns about, the quality of care about the nursing services. Could you guys just keep an eye and make sure things are being appropriately taken care of that you're not seeing? These are the types of things we were seeing. can we just make sure that's not occurring, right? and kind of hand it over to that other committee because that's where she's at now.

Suzanne Hessman: I'm certainly happy to do that. I guess I'd have to ask Morgan and Michelle to tell me which district she's currently in to be able to reach out to that appropriate committee.

Teresa Brooks: But doing that, they won't be able to know. They won't know who this member is either. So, they can't keep an eye out really. I mean, the

Suzanne Hessman: No, no, you're right because now that everything is totally redacted the way that it is, there's not even initials or any kind of way to it just there's no continuity. You can't as individual members when we're looking at these incident reports, we no longer have the ability. We used to, rules have changed on what gets redacted, what doesn't over and over and over again. it's a moving target. so it used to be that we could at least see first name, last initial. And so you could track and see, we had six incidents this month, all about the same thing for this individual. And it looks like the group home's not



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

doing anything to change what they're doing. and we're having the same recurring issues over and over again, which made it it gives a lot more context to the incidents when you're able to have that information, especially the way we as a committee are dividing up our incidents so that we're all seeing the same kind of incidents. So, I'm seeing suicide reports over and over. If I can see that person's at least their first name and last initial. yeah. Jack S is over and over. He's been, threatening suicide. I can see that. Now, I don't have the ability to see that. So, it makes our job really hard.

Teresa Brooks: And with review different folders, sorry Larry,...

Lawrence Allen: Yeah. I No, it's okay.

Teresa Brooks: I'll just say this really quick. With the reviewing different folders, I would only see incident reports of a certain nature, not ones that were filed under different categories. So,

Suzanne Hessman: Right. Yeah.

Lawrence Allen: And so we will have that option and an ability to do that. But when that gets rolled out, I don't know. Correct. I don't know the timeline on that. so No,...

Suzanne Hessman: renewed ability again because that definitely definitely our members, hurts our ability to oversee when we can't.

Lawrence Allen: I agree.

Suzanne Hessman: Sarah, go ahead.

Sarah McGovern: I guess in reading a lot of this one thing that I was thinking about was and I may not know anything here but I know that where she works they're under scrutiny. There's accountability there for sure that's built in with the members. some of us have traveled down there to go see the facilities to take a look at what's going on down there. So there's definitely oversight. And so I guess I'm kind of wondering if there's that same degree of accountability and oversight for group homes who are contracted with state. I would consider them to be just like employees in a certain sense if they're receiving money. So there's just my two cents. Sorry.

01:10:00

Teresa Brooks: I noticed Susie and I were both shaking our heads and from the stories that I've heard, no, there's not that They're not overseen the same way.

Suzanne Hessman: Not even close. Yeah, Trudy, go ahead.

Trudy O'connor: I just was going to remind you that when it comes to our fact finding cases when we close cases we are noting trends just so that documentation is there for you guys to be able to view any trends we are documenting that on closure. So that's one way for investigations.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Suzanne Hessman: I'm sorry. You're saying that you're documenting that in the individual incident report?

Trudy O'connor: No. On our closure information, when we close case, there's documentation that we check for trends. and if there's anything that looks like a trend, then we're putting it in those notes. Aren't you getting those? Yeah, you're getting those. All It doesn't help with everything you read, but it does help when we're closing those just to look at that if you're curious about trending.

Suzanne Hessman: You're referring to the monthly trend reports that we get. Is that what you're referring to?

Trudy O'connor: So when the committee it receives the IRS you're receiving them both when the case is initially or an incident is initially entered into our system we just initiate it right and then you also get a closure report correct yeah Yeah.

Suzanne Hessman: Yeah. we don't read the opening ones because there's not enough information in them.

Trudy O'connor: I wouldn't disagree. but when we're closing, we are remarking if any friends were identified in the notes.

Suzanne Hessman: In the individual It is okay.

Trudy O'connor: Yeah. Yeah.

Teresa Brooks: Trudy, when did that start to add that in the closure notes?

Trudy O'connor: Boy, it's been quite a while.

Teresa Brooks: Because in these particular incident reports, I'm just noting because they were almost daily and sometimes two a day. I didn't really see once in a while I saw a little notation but it didn't seem consistent and it didn't seem consistent with the amount of incident reports that I was reading. So, I was just wondering. Okay. I mean,...

Trudy O'connor: I'd probably have to look at the way that those look for you so I could point it out. Maybe Morgan and Michelle can just show me a sample of what that looks like. so that we could point it out for We could do that. I'm just trying to promote the trending issue.

Teresa Brooks: if it's just in the note.

Trudy O'connor: It's just a note. Yes. Okay.

Teresa Brooks: So, I did see some of them, but it didn't seem consistent with what I was reading.

Trudy O'connor: Okay. Right.

Teresa Brooks: That's all I was saying. It just didn't seem consistent.



Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM

Trudy O'connor: Okay. Yeah. It's or...

Suzanne Hessman: wasn't telling you the volume of the incidents that you were reading or the severity of them or...

Trudy O'connor: not in one of

Teresa Brooks: Yes. Yeah.

Lawrence Allen: Did I answer your question? I'm actually in the process now,...

Suzanne Hessman: Okay. The committee will know after we've read I guess what I'm thinking in my mind is procedurally how it works,...not just based upon this specific incident, but for knowledge of future ones to come. Okay.

01:15:00

Lawrence Allen: just FYI, I'm in the process now of setting up an open meeting law training with the attorney general's office. which should happen here in the next four to five weeks, maybe depending on their schedule on what on and their timeline. And I'll be sure to inform everybody about that. and conflict of interest is on there. I did request to have that on there because it's such a great kind of a gray area for these committees. and there's always a lot of questions that stem from that. So, I requested that to be part of her presentation. So, as soon as I have a timeline on that, I'll let and...

Suzanne Hessman: Okay. Great.

Lawrence Allen: I'll be happy to send out the statutes again and the link to the AG's office handbook. and there is a lot of legal ease to it, but it might help clarify some things or it might confuse you even more. I don't know. but we're here to help, and the leason we have kind of have a tough job too.

Suzanne Hessman: Okay. Yeah.

Lawrence Allen: if we see something going down the wrong path I mean we have to stop it just for the safety of the member and for the committee as well. So we want full transparency and I am in no means telling the committee not to move forward with the issue just that only Teresa cannot move forward with it that's all. Mhm. Right.

Suzanne Hessman: And so I think we look forward to the AG's presentation to give us a better understanding. We don't want to be doing any that's wrong, but we also don't want to be quashed in restricted and in because all of us I think are very passionate about protecting our members. I think that's what our job is here. And so, don't want to be doing anything that stops us from being able to protect them, So, I thank you.

Lawrence Allen: Mhm. Yep. I agree 100% and I appreciate everything you guys do above and beyond. and just on my end, my heart goes out to you guys and I appreciate everything you do.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

DDD Staff Updates

Suzanne Hessman: All right. next, agenda item is DDD staff updates. Morgan, do you want to go around the circle and see who's got what? Thank you.

Morgan O'Hara: Katrine, do you have any updates for us?

Katrien Filez: Hi, good evening an update. we are happy to start another exciting new year 2025. we have a question for the IOC representatives who are helping PRC with reviewing the behavior plans. first of a big thank you to all three ladies for doing so. We know that's an additional task and there is a lot to review. So, thank you very much. and wondering if there would be any other additional IOC representatives interested excited to review PRC be reviewed behavior plans just because there is a lot and the numbers are increasing and the more people we have the less each person has to review. So just putting that question out there and then also if there is any questions barriers with reviewing the behavior plans accessing etc to please let us know so we can help. that's it.

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

Berenice Curro Sanchez: *Just echo* What Katrine just mentioned. Thank you so very much for the support. I know currently we have Kin and we also have Danelle. and we are really really thankful for your support. I am still concerned too Kachin was mentioning about the number of plans that we have. I know Tonia is helping as well, but yeah, we do have a lot of more plans that we need to get reviewed by IOC. let us know how we can help with that as well. And again, thanks for supporting us.

01:20:00

Suzanne Hessman: Maybe Morgan, we can reach out to volunteer service coordinator, whoever is handling that if there's somebody there. I know that position got vacated, right? But, if we can specifically ask for somebody who's retired and has time to be able to do those, that would be very helpful because I think the rest of us are employed and that's what makes it really hard.

Katrien Filez: Right. Absolutely. Thank you, Susie. I appreciate

Suzanne Hessman: Thank you.

Morgan O'Hara: Thank you, Trudy. Do you have any updates?

Trudy O'connor: Just a couple. District East QA is currently fully staffed. which is Very happy with the team that we've developed. I wanted to also give you an update. I know that we've got a bunch of questions to provide responses to that we are having to get together. What's happening is because I've got so many new staff, I'm having to review all of them. So, I'm in a bit of a funnel right now. but I do have a whole bunch that will be headed your way very soon. also as far as just the month of December, I pulled some numbers. We had 659 entries into our system. That's incidents entered. and so it was really pretty average for December.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Morgan O'Hara: Thank you. And Christina

Christina Hedges: So, the main thing that I have to share tonight is our new qualified vendor agreement went into effect last Wednesday on the 1st of January. this was the first really substantial change that has been made in our qualified vendor agreement in over 10 years. so, it's really great news for us as well as members and just everybody within the community as well. some of the kind of key changes that we are seeing in the qualified vendor agreement is there is revised contract language that is more person-centered. There are requirements for qualified vendors to have staff in key positions that have ex specific education or specific experience requirements. there's also requirements for qualified vendors quality to have quality management plans and quality monitoring. this has been revised to reinforce and better support the delivery of quality services. so like I said the contract rolled out on January 1st and actually on our website there is a service list that is located I can put the link in the chat but that really kind of highlights all of the services that we're still soliciting for. I believe it was maybe Sarah earlier that had talked about really the importance for therapies for adults. last time I looked which was a few days ago we are soliciting new vendors for at least speech OT and PT. So any agency that does want to submit an application is able to do so through our website. I think that's the biggest thing. wait. I thought of one more thing. I think many of Leah Gibbs has now officially retired. so Angie Vennie has stepped into the role of CARES Bureau Chief. She is not here tonight because she is currently at the district west. I will ensure that she is at the next district east so you all can meet her and start to get to know her. she's a pretty amazing person who's been with the division for a while. So, we're really excited to have her leadership, but I think that's all I've got now. So, yeah. Teresa. no.

Teresa Brooks: Christina, so word on the street is yeah that parents in fullblown panic mode because their vendor is no longer a vendor as of the first of the year and that I've heard these astronomical numbers about how many vendors weren't able to renew and I know some of them probably couldn't renew for one reason or another but they were pointing

01:25:00

Teresa Brooks: that towards it being DDD's fault. So that's just a word on the street. do you have some kind of an overview of how many members are going to lose services or how many vendors we lost?

Christina Hedges: It looks like some of the last numbers I have that we had reviewed over a thousand submitted applications which resulted in 862 approved applications. And so what we had told vendors was that if they didn't get their application in time or if it was denied or whatever, they're able to resubmit it starting January 1. I don't have the latest numbers of how many members had not been transitioned over. However, it should be very very minimal. There should have been tons and tons of contingency plans in place. so if you all are hearing of any specific situations, please don't hesitate to reach out. and we can ensure that we're doing whatever we can to support those members and families as needed.

Teresa Brooks: And I knew that there were contingency plans and that the date was even extended. So I knew that this was just, hearsay or whatever. So Okay,...



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Christina Hedges: Yeah, I think last I heard there was gosh, I don't even know. But in terms of especially when we were looking at living situations, I think there was maybe two members across the state that were going to have some situation with a group home or replacement. and I think maybe the numbers were a little bit higher for other services, but I don't have them in front of me and don't even know if the most recent numbers have come out yet, but it should be really little.

Teresa Brooks: thank you

Christina Hedges: Of course. Anything else? Okay, thanks.

Morgan O'Hara: All right, that's all the DDD stuff.

Updates from ADOA

Suzanne Hessman: Thank you, Trying to get back to that page after I went back to the other screen. updates from ADOA.

Chat Message: Christina Hedges:

<https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/become-a-qualified-vendor/contract-info-for-qualified-vendors>

Lawrence Allen: No updates tonight for me, Susie. ...

Suzanne Hessman: Okay, great. Thank you. that's okay.

Lawrence Allen: and my camera is not working. So, I'm sorry about that. So, that's the reason why I'm not on camera. I don't know why it's not coming back on. So, not trying to be rude.

Updates from the Health Plans and AHCCCS

Suzanne Hessman: Next is for updates from the health plans and AHCCCS. let's see. We've got Adriana. Do you have any updates? Yes. Thank you.

+1 602-*-***39:** Hi, can you hear me? yes. No updates for United Healthcare at this time.

Suzanne Hessman: And then Camila,...

Camilla Parker: I don't have any updates either. Thank you.

Suzanne Hessman: thank you. And Fredreaka

Fredreaka Graham: Hello. I don't have any updates, but happy to take any questions if you guys have any

Suzanne Hessman: Does anybody else have anything for Fredreaka?

Sarah McGovern: I do not.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Updates from DDD IOC Liaison

Suzanne Hessman: All right. updates from DDDIOC liaison Morgan.

Morgan O'Hara: Yeah, I just have a short one this evening. Like Trudy said, there were 659 incident reports for the month of December for District East and there were 21 closed for ATPC as well. there was 48 questions submitted and Trudy said that she will be sending answers guys' way soon. And you guys may have also noticed that we have started sending multiple emails a week informing you of incident reports uploads to the drive. This practice will continue and is necessary for us to meet our compliance of sending these reports within 3 days of completion of the investigation process. So that is going to continue.

01:30:00

Morgan O'Hara: And then the next IOC statewide chairs meeting is scheduled for January 22nd at 5:30. So any member who would like to attend the meeting is welcome. if you are not a chair or a vice chair, just let us know and we will get you that link. And the last one is our DDD's public town hall meeting is scheduled for Thursday, February 6 from 6 to 8:00 p.m. And that was all of my updates for this evening.

Possible Action on Committee Membership

Suzanne Hessman: on committee membership. I'm going to assume we don't have any because I didn't hear anything from you. Is that correct?

Morgan O'Hara: That is correct.

Incident Report and Behavior Plans

Suzanne Hessman: All right. On to incident report and behavior plans. Does anybody have any comment or discussion on incident report and behavior plan issues? Questions?

Call to the Public

Suzanne Hessman: Okay. the next is public comment. I don't believe we have anybody from the public on the call, but just in case, is there anybody who would like to make a public comment? Okay.

Executive Session

Suzanne Hessman: The next is consideration for going into an executive session. we have to vote to be able to go into executive session. the issues were regarding what Teresa had brought to our attention. I know that there was a special f folder made in our R for those particular IRS. did anybody get a chance to read any of those or do we want to push this off to the next meeting?



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Sarah McGovern: I was able to read a good portion of them. but again, I'm not sure if everybody else was able to.

Kin Counts: I read a letter. so maybe we can push it to next month's meeting if possible.

Suzanne Hessman: Is everybody okay with doing that? Let's Morgan, if we could just push that and another item that I would like to add to next month's meeting is Teresa brought up the prospect of grading providers. I would like to have a conversation regarding how that would look.

Suzanne Hessman: I know as a realtor and general contractor that both of my licenses are up for public inspection at all times on those agencies website so you can see if the license is active, if there's any complaints active or closed, all the details of a complaint. and we're just talking about housing here. We're not talking about taking care of our most vulnerable members of our society where I think it would be very beneficial for us to have the ability to see those things. So I think it would be great to have a conversation as a committee regarding that issue. If anybody else has any other items that they wish to put on the agenda, speak now or send an email to any of us or to Morgan so that we can add it to our agenda. And if there isn't anything else, I'm going to pause for a minute to see if there is before we vote to adjourn. All right. If someone would like to make a motion to adjourn.

Adjournment

Motion and Vote

01:35:00

+1 602-***-***39: Thanks.

Sarah McGovern: I move to adjourn this meeting of IOC

Suzanne Hessman: All in favor? I. Thank you.

Chat Message: Trudy O'connor: You had great feedback/ideas. Thank you!

Teresa Brooks: I'll second that motion.

Suzanne Hessman: I guess we needed that. Thanks. Thank you Our next meeting is February 12th at 5:00 p.m. on the same channel. Thank you everybody. I think this was a very good meeting. I appreciated all the input and comments. Good night.

Kin Counts: Thank you everyone.

Sarah McGovern: Thank you.

Christina Hedges: Thank you all.



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Trudy O'connor: Thanks. We appreciate you.

Christina Hedges: Have a great night.

Katrien Filez: Hi everyone.

Teresa Brooks: Thank you and...

Teresa Brooks: happy new year everyone.

Trudy O'connor: Happy New Year.

Christina Hedges: Thank you.

Meeting ended after 01:36:09 🙌

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

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Kin

Medication Errors- Kin

Neglect - Sarah

DA/All IRs - Beth

Accidental Injury -

PRC – Kin and Danelle

None currently- Tonia

For **December IRs**, the Committee members have been loaded in the shared drive **659** incident reports. ATPC had **21** totals with **0** open and **21** closed.

Number of Questions for Quality Assurance Manager: **48**

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

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



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 8, 2025 – 5:00 PM to 7:00 PM**

Adjournment

Suzanne Hessman adjourned the meeting at 6:38 pm. The next District East IOC meeting will be held on Wednesday, February 11, 2025, at 5:00 pm. The meeting will be a virtual meeting.