



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, January 15, 2025 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually via google meets.

Meeting called to order by Committee Member, **Don Harrington**. The date was January 15, 2025, at 5:05 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:

- **Don Harrington**
- **Suzanne Bonomo**
- **Isabel Camacho**
- **Abiola Aje**

Absent: **Cintya Acros**

Public in Attendance: **Phone number (928-***-**13)**

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

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

Healthcare Plan Liaison: **Ian Wilson** (United HealthCare) **Ashley Mason** (Mercy Care)

DDD staff and guests:

Christina Hedges (DDD CARES Administration - Office of Individual Family Affairs Administrator)

Thelia Morris (DDD Strategic Planning)

Monica Ramos (DDD Strategic Planning Administrator)

Staci Rodarmel (DDD District North Quality Assurance Manager)

Dean Thomas (DDD District North Program Review Committee)

Morgan O'Hara (DDD IOC Liaison, CARES Administration)

Michelle Rademacher (DDD IOC Liaison, CARES Administration)

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



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Updated: DDD District North IOC -Virtual Conference - 2025/01/15 16:45 MST - Transcript

Attendees

+1 480-***-**98, +1 928-***-**13, abiola aje, ASHLEY MASON MSW, Christina Hedges, Dean Thomas, Don Harrington, Ian Wilson UHC, Isabel Camacho, Lawrence Allen, Michelle Rademacher, Monica Ramos, Morgan O'Hara, Staci Rodarmel, Suzanne Bonomo, Thelia Morris, Thelia Morris's Presentation

Transcript

Welcome and Introductions

Don Harrington: I'm just going to go left to right on my screen and you fall in where you fall in and tell me your favorite state to visit.

Isabel Camacho: Hi, my name is Isabelle and my favorite state to visit I would say would be Florida, but not right now. Yeah.

Don Harrington: Florida only when it's not raining. Morgan

Morgan O'Hara: Hi, I'm Morgan O'Hara, DDD IOC liaison with the CARES Administration and my favorite state to travel probably Hawaii.

Don Harrington: I never been. That's one state I've never been to. So, Michelle

Michelle Rademacher: Hi, I'm Michelle Ratimaker, DDD independent oversight committee liaison, Morgan's partner in crime. work under the car's administration. My favorite state to visit and that's a tough one. Because I'm going to say Virginia because most of my family is there and they have mountains and beaches.

Don Harrington: Yes, they do. Very beautiful. stay safe.

Staci Rodarmel: Stacy Rhodal. I'm the District North quality assurance manager. And my favorite state to visit, that is a good question. I'm gonna say California just because I can hit Disney and Legoland.

Don Harrington: And by the way, I know there's crime between Michelle and Morgan. I've known that for a while. so somebody who's on the phone, the last two digits is 13. Phone number ending in 13.

Don Harrington: You're on mute. we'll pass over that and we'll go to Abby New York is a great place to have dinner.

abiola aje: Okay. Hi everyone. My name is Abby and I work for Caring Minds Health Services. I'm the owner of the agency. I'll say where I would like to travel to is going to be New York because I have a



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families there that I've seen for maybe 15 years. So, I would like to see as many as possible. I can see when I go there.

Don Harrington: I'm telling you, food is wonderful here. Christina

Christina Hedges: Hello, I'm Christina Hedges. I am the DDD Office of Individual and Family Affairs Administrator in the CARES Administration. I would either say California also because of Disneyland and the beach or Oregon. I really enjoy Oregon.

Staci Rodarmel: Yeah, Oregon has beautiful weather. that would be my second choice.

Christina Hedges: Stacy, we're gonna get along really well.

Don Harrington: Ian Wilson. I could be an excellent surfer...

Ian Wilson UHC: Hey, good evening Ian Wilson here. I'm with United Healthcare Member Advocacy and the OEA team. if my favorite state to travel for a long time it was Arizona and then I moved here so now I have to pick something else. probably Hawaii. I grew up surfing there quite often so it's nice to go back and have some friends out there. Yeah.

Don Harrington: if it wasn't for that balance thing you guys Larry.

Lawrence Allen: Larry Allen with Arizona Department Administration. I'd probably have to say Montana. went to Yellowstone a couple years ago. I loved it. beautiful countryside and the mountains and the forest and the animals were unbelievable.

Don Harrington: I've got a story about Montana someday I'll have to tell you. It's from the little truck driving days.

Lawrence Allen: right. Okay.

Don Harrington: Let's see. Monica Ramos.

Monica Ramos: Hi, I am an executive assistant here at DDD for Theia Morris. She's also on the call and we're with the strategy unit, I guess. my favorite state. I'd have to say California just because I grew up there and my family's still there.

00:05:00

Don Harrington: And let's see. is it Thea Morris? Am I saying that right?

Thelia Morris: Hi, it's Thelia Morris.

Don Harrington: The Miss Morris,...



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Thelia Morris: No worries. so it's again, Thelia Morris. I am the administrator for the strategy management unit within DDD. And I would say that my favorite state is to visit would be New York.

Don Harrington: New York, the city or upstate?

Thelia Morris: The entire thing. So my family's many relatives are within the five boroughs within Brooklyn, Queens, etc. And I went to college upstate New York. So that's why I would say the entire

Don Harrington: I was in Buffalo. I was driving a semi and I pulled into the truck stop and I decided to take a nap before I went in for dinner and I was only asleep three hours and there's three feet of snow in three hours.

Thelia Morris: There you go.

Don Harrington: It's just crazy. and we Suzanne is a IOC member for district north. We are introduce yourself and then tell me your favorite state to visit.

Suzanne Bonomo: Suzanne Bonomo from Hope Group. I'm a lead direct provider and also a job coach. Connecticut. I grew up on the East Coast. I grew up in New Jersey, but Connecticut is so beautiful. I wish I could live there. It's too expensive, though.

Don Harrington: Yeah. my name's Don. I'm the IOC chair. And I've been to all of these states. I love to eat in New Virginia, too much humidity. California is a lot of fun, but it's kind of dry. Might be a little fire there going on right now. Florida, too much humidity. And they have alligators walking all around the city streets. No. No. I don't think Hawaii. I've never been there, but the best food I ever had in my life is in Connecticut. So, I have to agree with you there. And my favorite state, I got family in Arkansas, but I'm going to have to go to So, California wins with four. let's go ahead and get started. I'll go ahead and again go right to left. So, we had a question for you, Larry. We have myself and two other members. Morgan, help me out with this one. Okay. So,...

Morgan O'Hara: There's four after one. It can go in any order.

Lawrence Allen: No. Don will appoint the new members as he dees as he seems fit and therefore once appointed then he'll have a quorum.

Don Harrington: I got to follow that list, The quorum. So, I have to follow the list of what the agenda is and so on, right? Okay.

Lawrence Allen: Yes, you can go in any order. I would suggest go ahead and go through the conflict of interest statement and then go through the membership and appoint the new members as you see fit.

Don Harrington: Okay.

Lawrence Allen: And once the members have been appointed, then you can go ahead and start with your official meeting and follow and follow the agenda. And Morgan suggested, you can take your agenda items at any order you want as you see fit. So that's your call.



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Appointment

Don Harrington: So, I would like to appoint both Abanola, Did I say that And also Isabelle, welcome to the crew.

abiola aje: Thank you.

Isabel Camacho: Thank you

Conflict of Interest

Don Harrington: So, there is a conflict of interest conflict.

abiola aje: Thank you.

Don Harrington: So, if there's anybody that's here today that has a conflict of interest with DDD and our mission statement, go ahead and present it now. If not, then we'll move on.

Lawrence Allen: and the conflict would be to the agenda items themselves as well.

Don Harrington: Okay. The agenda item.

Lawrence Allen: So yeah. Yes.

Don Harrington: So, I don't see any agenda items other than appointing the two new board members. Is that right, Morgan?

Chat Message: ASHLEY MASON MSW: I am also here as well for Mercy Care

00:10:00

Morgan O'Hara: And we also have the strategic planning presentation.

Discussion of the Vice Chair

Don Harrington: Yes. Yes. Thank you guys for strategic planning. So, I'm glad that's here. does anybody have a conflict with those two items? So, let's go ahead and move on. Discussion for the vice chair. because we have a quorum now, I need a vice chair. Is that correct?

Lawrence Allen: You don't have to have a vice chair. That's totally up to you if you want to delay that to your ne till your next meeting. I know you have obviously two new members tonight,...

Don Harrington: That's right.

Chat Message: Michelle Rademacher: sorry Ashley



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Chat Message: ASHLEY MASON MSW: Haha it is fine :)

Lawrence Allen: Or at least one member. and then you have an opportunity to get an understanding get them on boarded and give them an opportunity to kind of get their sea legs underneath them a little bit. and then as you see fit and if you're comfortable with the progress of the committee then go ahead and set your VP Excellent.

Don Harrington: So, Morgan, let's set that discussion for the March meeting. And that gives these young ladies time to figure out what it is we do and other responsibilities that we have and then they'll know more about what we got to do and then we'll proceed from there. Okay.

Discussion of Incident Report Assignments

Don Harrington: Incident report assignments. So, Suzanne, you have an assignment, right? And, ...

Suzanne Bonomo: you were gonna send them to me and then you didn't because we kind of talked fast last time and I didn't get to write them down. So okay.

Don Harrington: I have them in my computer. I promise I will send them big note to myself.

Suzanne Bonomo: I know we said incident reports and then there was I think one other or two others, but

Staff Updates

Don Harrington: So for the new members we'll assign you an incident report category in March. and then the next one is staff updates. So Stacy, you want to start?

Staci Rodarmel: Sure thing. so I think the last time I was here, I reported out that we were in the process of getting a new health and safety nurse supervisor that did get finalized over before Christmas vacation. So December 21st, we got somebody in that position. I have one open incident specialist position that we are in the process of getting posted. so we can start gathering resumes and going through the interview process. and that's it for updates on staff.

Don Harrington: Can you tell me what the nurse for safety is? what is her job duties?

Staci Rodarmel: Those are our district level nurses who when we receive an incident report if there's a concern over the health and safety of the member they'll go out to the location and we only go to licensed settings. So, we'll go to group homes or DTAs developmental homes with permission just to check on the member to make sure that they are safe if we have concerns from what we're reading in the incident report. we can't just go into an ADH without permission. We can go to the home, but they don't necessarily have to let us in.

Don Harrington: Okay.

Staci Rodarmel: Yeah, that's...



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Don Harrington: I haven't seen that.

Staci Rodarmel: what I meant. Their permission, not ours.

Don Harrington: Does any of the board members have any questions for Stacy? we'll move on and we'll go to Christina.

Christina Hedges: Hey everyone. so kind of the biggest update that we have right now, I guess that Thelia is going to talk about another pretty big update. but I'll let her get to that. we did just roll out our new qualified vendor agreement. it's been out for two weeks now. This is essentially our new contract that we rolled out. and this is the first time similarly to what Felia is going to talk about that we've really had any kind of substantial changes in our contract in over 10 years. So, it's really exciting that we've got this kind of moving forward. some of the changes that have been made in the contract is revised language to ensure that the contract is more person centered.

00:15:00

Christina Hedges: there are now requirements for qualified vendors to have staff in key positions with specific education or specific experience requirements. and there was some changes to the requirements for qualified vendors quality management plans and quality monitoring to reinforce and better support the delivery of quality services. So kind of all of these changes to the contract are really to ensure that we are getting the best services possible for members. there is a list on our website of the current services that we're soliciting for. off the top of my head, I know there is occupational therapy, speech rapy, physical therapy, music therapy, and a few others that we're looking for vendors for. So I'll go ahead and put that link in the chat, but that's kind of the main thing we've got going on other than what the is going to talk about. So, yeah. Yeah. Yeah. It's exciting. It's been quite the process to get it rolled out. So, we're excited that it's here.

Chat Message: Christina Hedges:

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

Don Harrington: Mr. Wilson,...

Ian Wilson UHC: Yes, sir.

Don Harrington: you have any updates?

Ian Wilson UHC: Nothing from the health, at least not from United Healthcare, Don. but I'm more than happy to take any questions back to the plan.

Don Harrington: Thank you for that email address there, does anybody have any questions for Mr. Wilson or Christina? So, it just dawned on me, if you're old as I am, you used to watch Dennis the Menace after school. So, it was Mr. Wilson. So, that just came to my mind.



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Ian Wilson UHC: I get it more often than you would think.

Don Harrington: Really?

Ian Wilson UHC: Yeah.

Don Harrington: Sorry about that.

Don Harrington: Larry,...

Ian Wilson UHC: You get

Don Harrington: you're next.

Lawrence Allen: That was funny. I don't have any updates from the department administration tonight. I'm working on some trainings and stuff that's going to be coming down the road here in the next 60 days probably, but I don't have any dates yet. So, I hope to have a solid update for the committee next month in regards to some open meeting law trainings and so forth. working towards that. So the open meeting law.

Don Harrington: I was thinking the other day after Christmas that we have a u that one training we do every year, I was thinking of that as something to look forward to.

Lawrence Allen: Yes, that's that.

Don Harrington: okay. Yeah.

Lawrence Allen: Yeah. Yeah. I know, No. I'm actually in the process now of setting that up So, I should know something hopefully by the next meeting. I would hope and I do think it's beneficial especially for the new members who don't have knowledge of open meeting law and just kind of a little touch on the hot spots on what the committee encounters and what to the pitfalls and what to avoid what and kind of helps you stay in your lane a little bit in regards to the open meeting law and the pitfalls that you encounter during a meet actual meeting. but I'll certainly have a solid update for you next month with some dates and times and I'll try to schedule that in the evening 5:30 or so. training last time it was 90 minutes, but I think we're going to try to condense that a little bit down to an hour with the Q&A session. So,

Don Harrington: All right. Let's see. Do we Michelle or Morgan, is there anything that Hang on a second. Ashley Mo Mason, you've joined, right?

ASHLEY MASON MSW: Yeah, Don, I've been here the whole time.

Don Harrington: have you? I'm sorry. I just didn't see your name up here.

ASHLEY MASON MSW: Yeah. Yeah, it's okay. It happens like almost every meeting.



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Don Harrington: go ahead and introduce yourself with your title and your favorite state to visit.

ASHLEY MASON MSW: I am Ashley Mason. I am the veteran advocate and adult behavioral health liaison with Mercy Care. I don't have a favorite state to visit because I equally didn't like all the states when I visited. So, I think my mission this year is to find a state that I like. yeah, I've been to Virginia because of the military. I've been to California. Yeah, that wasn't a pleasant trip. So, I didn't like that one. I've never been to Florida, so I might do Florida. That might be the state mentioned or Montana.

Don Harrington: There's a lot of things to do in Florida, but on Montana, the story I was going to tell you, Larry, is that I was driving and I pulled over into this little town that had a restaurant, a convenience store, a bar, and a church. That's all they had in the little town that I was at. So, I went and ate dinner, and then I went to the convenience store to stash up on emergency food because it was starting to snow. And then I went to the bar to have a beer. So, I had a beer. I went to the bathroom. And soon as I got into the bathroom, there's four bucks deer hanging on the coat rack inside the bathroom.

Ian Wilson UHC: What's up?

Don Harrington: when they're all draining into the floor. And then when I walk out, then I noticed that all the deer hunters, I guess, was sitting at a big table in the back and they had all their guns up on the table, and I just kind of nodded and went back to the truck.

ASHLEY MASON MSW: That's a very disturbing story, Don. As a vegan, I am appalled

Don Harrington: Yeah, it was a little unsaid.

Lawrence Allen: So, Don, I was anticipating you saying you left there and you went straight to church.

Don Harrington: It was a Thursday night.

Lawrence Allen: No. ...

Don Harrington: There's nobody there.

Lawrence Allen: okay. ...

Don Harrington: But when I was walking back, because they had Christmas lights on all the buildings, and when I was walking back to the truck, I could see all the Christmas lights reflecting in snowballs that were about that big coming out of the sky. And it was quite pretty.

Lawrence Allen: Yeah.

Don Harrington: So, it wasn't a total bummer, but I wasn't going to hang around with that many guns in the building. So, Michelle or...



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Lawrence Allen: Yeah. I don't blame you.

Don Harrington: Madison, do we have any updates from you guys?

ASHLEY MASON MSW: I do have updates, too. Christina,...

Don Harrington: I'm sorry, Ashley. I get distracted. Go ahead.

ASHLEY MASON MSW: I can't focus when you're laughing at me.

Christina Hedges: It's been a long day. And I just appreciate you just saying that you have updates, Ashley. So, let's hear on

ASHLEY MASON MSW: You're welcome. You'll hear these updates every meeting that we attend together. so this year our official date for connections conference the conference that is catered to our ACC reeba smi designated people population. that is going to be April 17th and The 17th is going to be a full day and the 18th is going to be a half day. So, the provider emails have gone out, the exhibitor emails have gone out, and the members finally just got their emails that gone out so that they can register on the form.

Don Harrington: and Penny.

ASHLEY MASON MSW: It is going to be in Temp at the Double Tree. I think that's what it's called. Let me get Okay.

Christina Hedges: You're right.

Suzanne Bonomo: Yeah, it's the double tree.

Don Harrington: Might try to go to that.

ASHLEY MASON MSW: Thank Yes,...

Don Harrington: So you sent it to the providers, right?

ASHLEY MASON MSW: we have already sent it out to the provider side. The member side just went out this week. I think provider went out last week and then our exhibitor emails went out last week as well, too. I can put the link in the chat...

Don Harrington: Are you going to send it to the IOC board?

ASHLEY MASON MSW: if I find it. I'm not sure I'm not sure if I have that information. I'm going to be very honest. I didn't get signed up for those emails.

Don Harrington: Okay. as a veteran, I certainly appreciate the work you do and, according to my wife, I'll need those services soon. So, I can get a jump start on this.



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ASHLEY MASON MSW: thank you for your services, too. if you need help, I'm always here. I give resources all day. Ian, too. Ian, is a veteran advocate, So, Even after you get a job offer,...

Chat Message: Dean Thomas: Apologies for being tardy. My internet was down.

Ian Wilson UHC: That's right, Don. And if you're considering working with the VA in anytime in the near future, I would recommend starting that process sooner rather than later. because it can take quite some time to get moving on that. So, John,...

Don Harrington: Okay. yeah, that's productive. Okay, thank you guys. You wait. Exactly. No,...

ASHLEY MASON MSW: you still have to wait months to actually start the job. Sounds very much like the, the military. You hurry up and wait. So that's just want you to

Ian Wilson UHC: were you saying that you were looking to get into VA care at the VA or a job at the VA?

Don Harrington: I already go to the VA for that,...

Ian Wilson UHC: Okay. I misheard that. Fair enough.

Don Harrington: but it's for, physical abnormalities. But if my attention span gets any shorter, it may be for mental health as well. So, yeah, if you can send that to me Morgan will transfer it to me if you don't have my email.

ASHLEY MASON MSW: I will definitely send it in an email over to you guys so that you can have it. I just have to wait until my team gets back into the office.

Don Harrington: Okay, that's wonderful. So, are we done with the DDD staff?

Morgan O'Hara: We do have the strategic planning presentation as well.

Don Harrington: Yeah, I was waiting on that. I'm going down through the list that you sent me. So, ...

Dean Thomas: Don Dean with PRC. my internet was down so I apologize for that.

Don Harrington: wait. that's all right. Dean, I'm glad you're here. go ahead and introduce yourself and tell me your favorite state to visit.

Dean Thomas: Dean Thomas, PRC District North. favorite state to visit? I would say Wisconsin, home of the Green Bay Packers.

Don Harrington: I do love the cheese curds, but not so much the Packers. so when they say that Green Bay is a, love their football is a definite understatement to say the least. So I mean that town shuts down on Sundays when the Packers are in town. There is no Yeah,...



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Dean Thomas: I didn't like them this year either because they didn't go very far. So, Yep I've been there for one game in 2012. So, we're just going strong.

Don Harrington: there's nobody on the streets but blowing papers. It's kind of eerie. but go ahead. Any updates for the PRC?

Dean Thomas: We're definitely no more than 3 weeks out for behavior plans to be submitted and reviewed. the DRAZ that I was talking about last time. out of the 36, District North just has nine more to pursue and get back on track to where members have their behavior plans on for ual. So, we just have nine left. for the most part. as more homes spring up, it's just, per capita, it's, more group homes towards the east, south, central, stuff like that. Yes.

Don Harrington: I just had a PRC this morning with PRC statewide and it was a really good experience. She kind of runs it like the way you do, so it was a lot of fun. yeah.

Dean Thomas: Yeah. And then the admin assistant was the one that filled in for Cameron when Caitlyn. So

Don Harrington: Yeah. is that the last one, Morgan? So all right,...

Morgan O'Hara: I think so.

Don Harrington:

Updates from DDD IOC Liasion

Don Harrington: get back to my list. do you Michelle, you and Morgan, you don't have an update?

Morgan O'Hara: I have a little one. Yeah. To continue on with your data, the committee has received 375 incidents for the month of December. The next chair's meeting, statewide chairs meeting is going to be January 22nd at 5:30. And the next DDD public town hall meeting is going to be February 6th from 6:00 to 8. it's January 22nd at 5:30.

00:30:00

Don Harrington: When is the statewide meeting?

Discussion of Review of Incident Reports and Behavior Plans

Don Harrington: What time? discussion of review of incident reports and behavior plans. just a question to the two other board members that's online. Have you been doing the incident reports and behavior plans?

Suzanne Bonomo: I started to look at them, but I need a refresher on how to make notes on them.



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Don Harrington: Are you talking about the behavior plans or the incident report?

Suzanne Bonomo: Yeah. Incident reports.

Don Harrington: So I haven't done a lot last year and I haven't done many this year, but I think if you have Dean, help us out. if we have a behavior plan where we have questions on their civil rights violate, if there's a civil rights violation, do we tell you or is there a note on the thing that gets back to you? Okay.

Dean Thomas: What we do is that before when they're scheduled, Cameron will go in to your guys's folder and then see if there's any notes from you guys on those to review those and then that will be pulled up and then I will let the team know that they have a IOC questions that they need to be answered or if you don't have questions Awesome.

Don Harrington: So, this year we are in endeavoring to do better. So, we have five people as of tonight. So, hopefully we'll get a lot of that done.

Dean Thomas: And I do have those numbers to share with you...

Don Harrington: Go ahead.

Dean Thomas: if you basically in 2023 PRC re reviewed 1792 plans. this year or 2024 was 1947. So, we've gone up 150 plans on the year.

Don Harrington: So, this is statewide or just district north?

Dean Thomas: No, statewide.

Don Harrington: Okay, that's a lot.

Dean Thomas: If it was stick district north, I'd be probably pulling my hair out what I have left. So,

Don Harrington: So we've already discussed the committee membership. public comments. Do we have anybody on the phone that wish to make a public comment? U Morgan.

Morgan O'Hara: I believe we do. Yes. Believe it's the 928 number,...

Don Harrington: Which one is it? is that Mr. Delgado,...

Morgan O'Hara: I think.

Don Harrington: can you hear me? Mr. Delgado. So, his telephone phone is mute. can you take it off mute?

Morgan O'Hara: I cannot but he can hit star seven or star six and that should unmute him on the phone.

Don Harrington: Mr. if you could email me his phone number, I'll give him a call back and tell him we couldn't see him. and then we'll just go ahead and close the meeting. Okay, Dean.



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Morgan O'Hara: Do but we also have the presentation as well.

Don Harrington: I'm sorry, Dean. Go ahead.

Dean Thomas: Yeah, Don, I just want to reach out to IOC staff that if you guys have questions in regards to the members rights and so forth, don't hesitate to send me an email and say, "Hey, I got a question regards to this or do you think it's a violation?" if you do, just, we can talk about I'm more than happy to. I'm here. So,

Call to the Public

Don Harrington: Yeah, that's great. Okay, Mr. Delgado, I'm trying to cut you out three. Yes, make it quick. You have three minutes.

+1 928-*-**13:** Just real brief with a lot of things happening around the world around our country but going to the development disability services that we need starting the new year. I just want to know something has what is your new development or new proposals from Arizona going to a new legislative starting this week that's going to benefit the disabled population of Arizona. a lot of people in our area would like to know what new things are be developing for improvement.

00:35:00

Don Harrington: There's been Go ahead.

+1 928-*-**13:** Has anybody heard from any of the board members or goes to India D.

Lawrence Allen: Mr. Dato, Mr. Dato,...

+1 928-*-**13:** Yes, go ahead.

Lawrence Allen: this is Larry during public comment, we are not allowed to respond to questions. if you want to make a statement, please make a statement. otherwise, we'll have to cut you off. So, please proceed with your statement, please.

+1 928-*-**13:** I'll put it this way. my statement would be I like to think that we make some concern information and propose a legislator that will benefit our disabled population. That's another way to put it.

+1 928-*-**13:** Thank you.

Don Harrington: Thank you.

Don Harrington: I appreciate it,...

Don Harrington: Mr. Delgado. right.



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+1 928-***-**13: Yes. I just wanted to I just hope I interpret that correctly. Everybody thinking because we're all advocates and that's my statement that we should make concern about adding new things for our disabled population. We're all these advocates together. That's all.

DDD Strategic Planning Presentation and Discussion-Thelia Morris/DDD

Don Harrington: Okay, let's move on to Miss Morris.

Thelia Morris: Thank you very much. again, I mentioned earlier that my name is Theelia Morris and I am the new strategy management administrator, excuse me, for DDD. So, I'm going to spend a little bit of time today talking about DDD's efforts to create a five-year strategic plan. So, I'm just share my screen. And I will tell you that as I begin to present the information that there's going to be an opportunity for you to participate as well, right? So it's not going to just be me talking.

DDD Strategic Planning Update
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Thelia Morris: And when we get to a certain point, my count counterpart Christina will absolutely invite you to provide some thoughts on some questions that you're going to see later on. All right. So, I want to give a little bit of a 30 second background on why I'm here. it has been over a decade or so since DDD has published a long-term strategic plan and we believe that right now is a perfect time to revisit, our vision and our goals for the individuals that we support. and your input will help inform that process and the division's goals and the visions for the future as we define that five-year plan. And it is an absolutely critical step that as we are working to gather additional input that we are gathering input from those who are supported by the program or have a vested interest in the success of the program. So, we've already



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begun engaging with DVD members and family members, individuals supported by DVD providers, advocates, tribal nations, and even our staff as well as we've been going through this process.



Thelia Morris: by the end of the presentation, my hope is that you will have a better understanding of what it is why we're looking to do it, how we plan on getting it done, and when we're looking to get this done. allow me to talk a little bit about what is strategic planning. make sure that we're all on the same page, right, around what we're talking about. So, it is the process that helps us to map out the vision for the future and it helps us identify how it is we're going to get there. We're going to identify our goals. We're going to make certain decisions about the overall organization for the future, right?



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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: And our goal is to be able to create and publish this five-year strategic plan by the end of July of this year. And when we think about strategic planning, we know that there are short-term ways in which we can do planning. There's midterm planning, there's long-term planning. So we want to make sure that as we're talking about strategic planning that we are focused on the longer term planning the more 3 to five year planning right so on this particular slide here we want to be able to differentiate between the types of planning there is operational planning that is focuses on short-term activities typically things that are done within 3 to six month time frame these are generally things where you'd want to improve efficiencies and effectiveness and then when you get to tactical



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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

00:40:00

Thelia Morris: planning those are changes and actions that you want to have implemented within one to three years. All right. But then when we get to strategic planning, this is the one where we are talking about and this is where we want to focus on. So I've said already that we're looking to establish a strategic plan for the next five years or so. Some organizations may do longer than that. when they do their strategic plan they may do five to seven. Some may even do, longer So, when it's all said and done, we want to be very clear about, that we have validated our mission, our vision and taking a look at our values, right, as an organization. Why is strategic planning important?



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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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Thelia Morris: It's important because it helps us to define what those long-term objectives are. And I said before, it also helps us figure out, how it is we're going to get there. But in terms of thinking about those long-term goals, we also want to identify what those short-term goals are, right? And what work is going to require in order for us to achieve those goals. We also know that is important for us to be able to align our goals with what is happening externally, So our external realities. So the example that we share here is the fact that we know that our member population is growing at a high rate and we have to figure out, how do we adapt DVD's mission to that fact? It's not something that we can control it. It's happening.



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DDD Mission Statement

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 we have to figure out as we go along and we think about in the long term how do we plan and support that member grow growth as we think about strategic planning we know that there are challenges that we've experienced over time so we have to be honest with ourselves about what those challenges are but then also look at opportunities. So, are there things that exist out there that we've not been doing that would just help us, meet the goals of the individuals that we serve and help us move along in supporting our mission statement.



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Recent DDD Strategy Efforts

Current 2 Future (G2F) - Phase 1 ~2020-2022	Current 2 Future (G2F) 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*

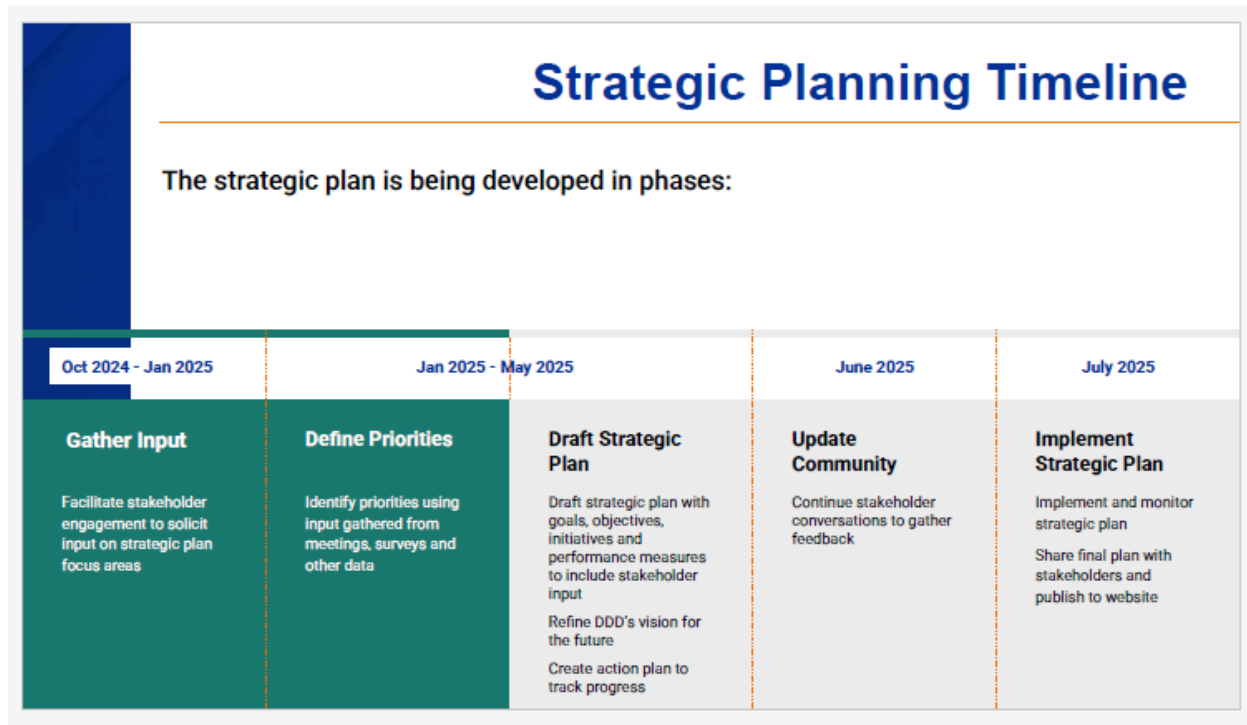
*currently in progress

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Thelia Morris: When we think about strategic planning and why it helps us define where DDD is going and it just helps ensure that those who are supporting the work that they're on the same page with us, So that means everyone who is working in tandem, to support the individuals that we serve fully understand, what our vision is and how and what our plans are and how it is we're going to get there. to everyone from internally. So the people that I work with at DDD including our partners externally as well. So the bottom of this slide here I want to read verbatim So it says if our goals and objectives are the destination on the map the strategic plan is our navigation system. on this slide here we have our mission statement. I mentioned earlier that it is important for us to refer to our mission statement as we move forward with any sort of strategic planning. So DDD already has a mission statement, So I'll read it to you. It says, "The division of developmental disabilities empowers individuals with developmental disabilities to lead self-directed, healthy, and meaningful lives." So, as we move forward to define what our five-year plan is, we absolutely must without a doubt keep this in the forefront because we want to make sure that whatever it is we are doing, whatever it is we're looking to get done in the future, that it aligns to this, right? because it helps keeps us honest right around the things that we want to do now on this slide here I'm sharing with you some of our more recent strategic related efforts some of these efforts were shorter term than others right so back in 2020 we started this current to future or CTF program that helped us focus on essentially ensuring that we were addressing any sort of corrective actions and compliance actions right with these notice notice secures are listed on the screen here.



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Thelia Morris: while we also transitioned the administration of the tribal health program to access and we improved our nursing assessment process. On the right since 2023 to now we have been focused on strengthening our behavioral health services with several projects including the dual diagnosis and positive behavior support training projects. our support behavior supported group homes and an existing project where we're looking to improve the behavioral plan process. Pina also talked about our FQVA that just was implemented. So I won't spend too much time on that. But the last one on here is our focus on the NCQA accreditation. So we're working on achieving our accreditation for the National Committee for Quality Assurance, right? long-term services and supports accreditation and through that DDD will strengthen the quality of the support provided by DD staff addressing documentation concerns ensuring that we have updated policies and procedures to really at the end of the day help improve the quality and support to members. So those are just some of the examples. So I'm going to keep moving really quickly so we can get to the meat of why else we're here. on this next slide, when we talk about what this plan is and how we're going to get there, this is a timeline that we've outlined and it's really broken down into phases. So, our first phase that we're currently in is gathering input and that's one of the reasons why we're here today. it's to spend time through stakeholder engagement to solicit, input on a strategic plan, focus areas. we've had smaller meetings that we we have done town halls. We have a survey that is out where we're asking people for input. So, we're trying, to do all that we can to really spend enough time getting, input from the voice of, the customer, So, that's where we are right now. We're looking to wrap that up by the end of this month. Then we're going to get into defining priorities. So after we've gathered all



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this information, there's quite a bit, Because we're not just using the information that we've gotten from speaking to people like yourselves. We're also looking at other data that we already have access to that helps us tell a story. So looking at all of that, we're going to start to identify, what those common themes are that we're seeing and we're hearing.

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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Thelia Morris: looking to identify priorities and other focus areas, So that we can start to fine-tune and refine u potentially what that strategic plan will focus on. Then we're going to get into the actual drafting of the strategic plan process. So here we're going to identify our goals and objectives. We'll identify how we're actually going to measure success. looking at DDD's vision, looking to see do we need to tweak it, a bit and take a look at that and then also ultimately create an action plan that is going to include those initiatives and target dates for completion. Then once we're done with that, we're going to update the community. So meaning that we're going to share a draft of that plan with the community.

Thelia Morris: that means internally within DDD and also externally with our stakeholders and request feedback. though you may hear me say that our plan is to share that update in June, it is not going to be the only time that we're going to be soliciting feedback, We expect that we're going to come back and share updates as we go along this process and look to see if we are heading down the right? ask for feedback so that we can check and adjust continually until we get to that point where we have a pretty solid strategic plan. once we have gone through the process of drafting and getting feedback on the strategic plan we'll update it again and then we're ready for prime time. Right?



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Thelia Morris: to come July is when we're going to look to publish that final version of the plan. We will look to post it on our deesD website and other places so that everyone understands what it is we're working towards, And then we're going to start to monitor. So earlier on I talked about, having to create an action plan. So it's one thing to say, yeah, we want to do all this wonderful work, but we have to have a more detailed plan that tells us a little bit step by step what are we going to do in order to be able to achieve those goals. So in that action plan, it'll define what those initiatives are and those dates, And how we are going to be Measure success. So we're going to be monitoring that over the months and the years and then on an annual basis look to check and adjust, right? on our five-year plan. So again, this is not if I could leave you with anything else, As part of this process, we are not just going to say here's what it is we're going to do and leave it at that. we want this to be a collaborative, inclusive experience where people have the opportunity to provide their feedback and their input and that we assess that, look for ways to include them, where it makes the most sense, And then be able to move along with being successful, Our goal is to be successful with the plan, right? So, as I move on to the next slide here, this is where I'm going to invite Christina, to help facilitate in a conversation to ask you for some input. Remember early on I said that this wasn't going to be a one-sided conversation where I'm going to be talking, at you. Absolutely not. We want to be able to use some of this time that we have with you to be able to hear again, as I said before, voice of the customer. I want to be able to hear some of your feedback that we can take with us as we look to solidify and provide some input into the strategic plan. So that is the update that I have for you at this time before I turn it over to Christina. So, I don't know before Christina begins the questions that we have for you, but I'll pause and you can let me know. Make this a little bit bigger. See if there are any questions for me. All right. So, I'm not seeing any hearing any then Don. So I I is that all right? Wonderful.

Don Harrington: Yeah, we can go ahead and...

Don Harrington: move on to

Christina Hedges: Perfect. Okay. Thanks Theelia for that. Great. So, now we want to hear from all of you on the IOC. We've put together three key questions that we're going to ask one at a time to get your recommendations, your thoughts, share your experiences so that we can use them those thoughts and experiences to set those priorities that Felia was talking about for the strategic plan. so the very first question, what are your hopes and goals for people with developmental disabilities that are served by the division over the next 5 years? Yeah.

Don Harrington: emphasize more on the rights of the individuals. so many of the families that I deal with the member could be quite developed in intelligent they know what they want they can advocate for what they want however their parents are there to just mis what I want to say take them off course convince them that we need to do this rather than this,...

Isabel Camacho: Guide them.



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Don Harrington: and I think that, basically for me, all the lessons that I've learned in life has been through trial and error and they're trying to take that away from them. And if you get somebody so dependent on another human being, they're never going to learn. And I just wish there was some way that we could get the parents to understand that we have to allow these members to make their own decisions.

Isabel Camacho: Hey, I am so sorry.

Don Harrington: Especially if they are their own guardians. And we could do that through a DDD orientation when families want to come on board. But go ahead, Isabella.

00:55:00

Isabel Camacho: I did not mean to interrupt, but I agree with you 110%, Don. coming from experience myself because I'm actually a DD member myself and I have friends within my community that are going through that exact same issue. So I would agree on what Don is saying at least have and I wouldn't just start at the beginning of services. I would say through every meeting have parents acknowledge and understand and families that our members have to be their own advocate and have to at least practice advocating for themselves because if we're constantly monitoring what they're saying, we're never going to get the real goal out of what they need. So I agree with you 110 on that one.

Dean Thomas: Yeah, I would say that ILOC's continued support and I would say review of PRC behavior plans that have been submitted. just like Don was saying, checking for rights violations and helping us with that or bringing to our attention things that they see in the behavior plan. I'd like to see that next five years to just continue with that and improve. So,

Christina Hedges: Okay.

Isabel Camacho: I sorry I still have my hand up. But as far as my thoughts go, I think Don hit it right the nail on the head. I would say I would really like to see DD members have them answer more questions and let parents know at the beginning of each meeting that this meeting is for our members and allowing the member to speak first. and possibly especially the members able to advocate for themselves, give the member the option of if they would like to have this meeting just with them in DVD versus having mom and dad present at all times, especially if the member is able to advocate more for themself and as Don was mentioning, is able to understand more of what's going on. That would be awesome.

Christina Hedges: It's a great point, Isabelle. I do just want to throw out there kind of my own plug. DDD does have our own self- advocate meeting and if you are interested in attending because you're a member and it sounds like you are advocating for yourself fiercely, we would love to have you in those meetings. Okay, I will get Morgan and Michelle to get your contact information and...

Isabel Camacho: Cool.

Christina Hedges: we'll get that all set up. Okay, does anybody else have any thoughts on question number one? Abby. Yeah, let's hear it.



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Chat Message: Don Harrington: I agree, talk to the members and not the parents.

abiola aje: Yes, thank you for letting me say stuff. So I will say most importantly during the ISP meeting or the support coordinator Isabizabeth said they should get them more involved let them talk. Sometimes I see some support coordinator instead of asking this members they'll be asking the parents when the members are there that they can speak for themselves though sometimes they feel like what we know them better we are the parents but sometimes they have their own words let them say it and also to talk to the parents about allowing these members to do stuff that will make themselves sufficient like doing it with them not doing it for them we want them to be independent though it might take longer Some people's they grab something easily like I tell some people I have one member the parents they've been teaching him how to know the address to the house and at one point they were about to remove the goals right of him knowing where he lives. Then after they were about to decide that they're going to remove that goal and all of a sudden this guy just saying the address, give them time. It might take forever. That's fine. But let the parents know that. Let them do stuff on themselves. Let them advocate for themselves. I mean, that's all I will say. They should just keep pushing about that. You're welcome.

01:00:00

Christina Hedges: talk to members versus just talking to their parents.

Don Harrington: I agree and that also goes for not talking so much to the provider. You can talk to the provider to get information but when it comes to decision time the member is the one that needs to make the decision unless he advocates towards the provider or staff or if he wants to go back to the parents and that's his choice and we got to live by that.

Christina Hedges: Great thoughts everyone. Does anyone have anything else they want to add to number one? Yeah, Isabelle, don't raise your hand. just talk.

Isabel Camacho: Okay, thank you. I would say notice certain social cues from the member if the parents because I understand if the member decides that they want their parents to advocate for them, that's totally fine. But I would also watch for cues or social cues or things that maybe the parents are kind of signaling for them to, "Okay, I want my mom or I want my family member to advocate for me." and I guess it could be part of this but I always think back to a documentary that I was watching and I forget from what it was from and there was the girl that I guess the mom was kind of signaling to her that she had to say this or my mom helps me with that and I can't remember it's at the top of my head and I can't remember the name of it But I was watching it on Hulu years ago, a couple years ago, and I always think back to do parents, is there any signal that parents maybe give their kids or is there any thing that we can notice if parents are sort of trying to maybe persist that their children tell them to advocate or how do we teach us as staff or how do staff learn sorry, I have it at the top of my head. how do us as DDD staff or people that are working with the members, how do we help them learn signals of maybe the parents trying to sort of convince the member to have them advocate instead? how do we notice those things? Okay.



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Christina Hedges: If you think of something later, I don't want you to think shoot. I should have mentioned this." Celia is going to talk about it, but we are going to send there is a survey at the end that's open for nine more days. So, if you think of something tonight at 3:00 a.m. cuz let's be honest, that's when I'm awake and do my best thinking. so if something hits you tonight and you want to put it out there, the survey is open for nine more days. So, Sound good?

Isabel Camacho: Okay, that's fine. Sounds good.

Christina Hedges: So, let's move on to question number two. Then, what parts of their lives or your lives do members want the division to help improve in the future?

Isabel Camacho: I would say living arrangements.

Christina Hedges: Can you expand on that a little bit?

Isabel Camacho: Mostly because I feel like a lot of our members are wanting to live independently and they don't have that opportunity to do so. And most of the time it's, the first option they hear is, " let's go to the group home or, something with assisted living." And so, a lot of our members want to live independently, but their living situation is either with mom and dad or the group home. And if they do live on their own, and this is something that I struggle with. I mean, I have help from friends, from family. but a lot of our members, especially in rural areas, do probably don't have access to public transportation, and so a lot of them have to depend on the provider most of the time. And so a lot of our members want to be more independent, do things on their own, and that's not a possibility.

Christina Hedges: Great points. I know we've heard in a few of these other meetings that transportation is a really big issue as well. I think especially not in rural areas.

01:05:00

Isabel Camacho: Yeah.

Christina Hedges: I've worked with a member who, lives in Metro Phoenix and she has access to the light rail. However, when it's 120 degrees out, that's not feasible for her to take. So, I think those are great points.

Don Harrington: I would think that if DDD could come up with some type of housing subsidy. I know the IDLAS's are in the waiting list is last I heard was over two years. but if there's a housing subsidy that they'll pay partial or enough to get them into an apartment if they qualify. something like that would go a long way to, let's just face it, at the age of maturity, which these members mature just as well as anybody else. They want to be independent of their parents. They don't want to be hounded or nagged or forced to do things that they don't want to do. So, the best way to get them to be on their own is to put them in that particular body of water and help them exist in that. It may require some inhome services, to help them to let them know that you do have to clean your place because this is not how your mom kept it up, things



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like that. And the support coordinators have to do home meetings and that's the perfect time for them to monitor the individual.

Christina Hedges: Thanks, Don.

Isabel Camacho: Exactly. 100%.

Christina Hedges: So, you agree with that, Isabelle?

Isabel Camacho: I lived I've been on my own since I was just almost 20 and I'm 32 now. So, I was just short I was just shy of my 20th birthday. I've been on my own for almost 13 years. he's definitely saying a lot of truth there. I think probably the first three years I struggled with a lot of organizational skills,...

Don Harrington: So are we.

Isabel Camacho: a lot of budgeting all those things. am I perfect with it now? I'm still in the process in some but I'm doing much better. I have three kids of my own. I have three boys.

Christina Hedges: Congratulations. ends.

Isabel Camacho: I just had twin sons two months ago and...

abiola aje: Wow, this is

Isabel Camacho: I have a six-year-old. Yeah, I've been married for now almost 10 years and I don't regret a single decision I ever made and I kind of made it out of force. and again, I see a lot of my friends who are potential for independence, a lot of them who drive. I have a friend who is a cancer survivor twice survived brain cancer and he's working for the school district here in town. so I have friends that are in that are also part of our DDD and some of them are living very fulfilling lives. others are still, at the grasps of mom and dad because, maybe to them their disability needs more assistance. But I feel like people are starting to understand that there's more potential for success. and so I hope that this will increase that a lot.

Christina Hedges: Amazing points, Isabelle. Yeah, Abby.

abiola aje: Yes, honestly I would say spending more time with members. most cases when they send their family members or their loved ones to group homes places like maybe anywhere like that they just abandon them. we need to spend time especially when parents are being given the opportunity to provide services for their loved ones to their children. We need to make sure spending time with them that they not just getting paid to do this. Everybody want to be loved because of sometimes all these behavior that they exhibiting sometimes it might be because they want their family members around them I would say whatever the state can do make sure they are not being abandoned they need to see what if they're sending them to the assisted living facilities or anywhere let them sometimes go there and see how their loved ones are being treated maybe they are being treated well or not and spend time with them that's what I will say yes



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Christina Hedges: encouraging families to continue to play an active role in members lives even if members are living in group homes or other settings. Love it. Anyone else have some thoughts for question number two?

01:10:00

Dean Thomas: Yeah, this is Dean with PRC.

Christina Hedges: Yeah, Dean.

Dean Thomas: with PRC over the several years that I've been reing behavior plans and so forth. I see that members definitely advocation is a big thing but also a lot of them who have their parents as guardian or family members. They have their own choices or want to have their own choices and thoughts as they should, but they hold back in regards to what they should express or what they want to express based on the fact that they don't want to upset their family members. So, I guess just getting that information out to the family.

Dean Thomas: This goes back to, one of the goals to allow them to be independent. I mean, if that's why they're in the group home and not in a home setting and so forth, to become independent in the future and, to speak for themselves. So, I think that's the main thing is more advocation and to be able to, buy things and obtain things, a job or volunteer and...

Dean Thomas: stuff like that just to be part of life and have their own life. So that's my input.

Christina Hedges: Thanks Dean. I think that's kind of the perfect segue into our third question So what can the division do to ensure that members are really at the core of decisions about their own lives? I heard all of you mention that you really want to see members, being able to express what they want and, not have to do exactly what their parents or guardian says because let's be honest, not nobody wants to do what their parents or guardian wants to say all the time. So, what can the division do to ensure that we're really getting to what members want?

Dean Thomas: as PRC and have I seen in PRC is that I think the clear boundaries for what court ordered guardianship or power of attorney and so forth means and how it's supposed to help assist the member and not basically take over the member. I think that the guardianship needs to have some clear lines and people need to understand it that at times they're there to assist and sometimes they're there to make a final decision if one can't be made. But I think that's the biggest education that PRC does is with guardianship and telling individuals who have that guardian type role how to help them and not just tell them what to

Don Harrington: I think this question goes back to your first question. I think Isabelle that Abby said talk to the member and not the parent or talk to the member and talk to the member and not the licensing worker. when I look at vendor calls for new members, if I see on there that a member is arguing with parents, they get to a ADHD provider and they're sweet as pie. They're compliant, they want to help, they like it there but the deal is parents want to parent them into their 40s and that's not what this is about. I



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think that the first step in eliminating that because I sit in a lot of the PCS P meetings if I say something to a parent that parent has that child in one of our homes if they remove it cuts off our finances right same with a group home I think the support coordinator if the state wants to assign an advocate but that's where that discipline needs to come from, If we have that introductory meeting to DDD says that the member can make their own decisions, the member is their own guardian. then what, the member's got to make the choice. And I've had so many parents, some in PRC's that I sat in as a volunteer where the mother is trying to say he cannot have sweet foods. When I ask why, she goes because I don't want him to. I have him on a special diet. That's a violation of his rights. And when I try to say that, the mother is just crying and yelling and screaming at me. She needs to understand that when their child is in DDD, they have the right to make their own decisions.

01:15:00

abiola aje: Yes.

Don Harrington: And however you make bring that across to the parent, it needs to be there and non-negotiable. and if the parents the guardian now, we got to revert back to whatever mom says. They're not doing their child any justice if they're making these decision for them. And then one day the parents are going to be gone and this adult is going to be helpless the rest of his life. This is a big subject with me if you can tell.

Christina Hedges: I can tell and I'm glad you have the voice to be able to share all of this. I think it's great, Don. Thanks, Abby. I saw you talking. Yeah. Okay.

abiola aje: Yes, I will say maybe the pro support coordinators maybe sometimes they need to print out these members right with them when they are going to the meeting because I'm so sorry some of them don't even know because some of the meetings that I do attend I like attending a high SP meetings almost every time I just attended one this evening so one was okay within that member was just there only to say hi and that was it. So maybe the supervisor sometimes need to attend it with the support coordinators too because they might be doing a different things. That's what I will say.

Christina Hedges: Okay, that makes complete sense. I'm hearing a lot of going back to kind of the basics and education and starting ensuring that people know that members have rights too, whether that be support coordinators or guardians or parents. So yeah, Dean

Dean Thomas: Yeah. a couple times during PRC, the guardian is looking at moving, the member from their current home to another group home. And one of the questions I ask is, how does a member feel about that? and the guardian, whether it be the public fiduciary or mom, dad, grandparents whoever, they say, we haven't discussed it with them. we're fed up with the group home and how he's being treated there." But the member likes it there. from what I can understand. So, it's like ask them first if they want to be moved or I mean just because that guardian has an issue with the group home, that's something that they should work on. But if that member really likes that group home and that staff, then I think professionally that things should be worked around for that member to stay there and...



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Dean Thomas: and do their best if that's where they like to be.

Christina Hedges: Yeah, just kind of that simple concept of, asking the member what they want. Great point. Anyone else want to share anything? Mhm.

abiola aje: Yes, I would say yes, we're talking about members advocating for themselves too, but we need to understand as well that we have some non barbers that cannot express themselves. We need to look at the signs too what are the behavior sometimes can be communication. I'll say it's communication. We need to look at that too because some of them might not be I used to be a foster mom. I used to have an adult in my house that was nonverbal, and I was like, okay, sometimes how do I tell what he likes and what he doesn't like? But by me knowing this individual very well, I was with him at all times and I was like, okay, at one point it was trashing all the food in my house and I was like, what's going on here and where it used to come from? I asked what happened. Has he ever trashed your food before? They told me no, it was always okay. And I was like, okay, what's going on here? What am I not doing right? But later I found out that it does not like some certain food. When he sees the best way to tell you is to trash everything, either that food or something else. He will empty your fridge overnight. But by paying attention to him, getting to know him more and more. Then how do we get to know him more and more?

01:20:00

abiola aje: by making sure mean we spend time with them when they doing something they are trying to communicate stuff to us so by spending time and we need to understand them as well too

Christina Hedges: use written communication? Can we use pictures? Can we use observations? Simple things like that. I think amazing point, Abby.

Dean Thomas: And I'm not sure if DDD does have kind of like what DCS has. they do have courtappointed advocates for children to get their points across. So some of those are non-verbal based on their age. So, I'm not sure if that's something that the department wants to look into. as certain advocates might be courtappointed to help guide a non-verbal individual to make decisions and help them out too and be a advocate and a voice for them.

Christina Hedges: Yeah, thanks Anyone else? it sounds like I'm going to throw it back over to you, Theelia. thank you all so much for your contributions. I should have said this before, but Theelia and Monica, I believe, have written every single thing down, and we also have this recorded. So, we are taking all of this information and it's recorded. It's noted. we are hearing you. So,

Theelia Morris: Thank you very much, Christina, and thank you all for your candid input and feedback. And as Christina mentioned before that if you realize that there are other ideas that you have in mind, we are inviting you to complete the survey. this survey links were sent out initially back in December and I know we've sent a couple of reminders and been posting it on the website and other places as well. So, we're looking to get feedback from everyone, Regarding some of these same questions like if you haven't seen the survey before, you will see that these same three questions are part of the eight or nine questions that



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we asked. So, please take an opportunity to go in and to provide your feedback because we truly do want to hear it. This is not a waste of your time. and at the end of the day, as Christina says, we hear you and we want to be able to use the information that been presented. All right. So I will move on to the next slide here and give you an opportunity to see if you have any additional last minute questions before we wrap up this topic for today's meetings. All right. So I don't hear anything. So at this point, thank you again for your time. I appreciate this. and I will turn it back over to you then, Mr. Son. Thank you again.


Don Harrington: Thank you so much you guys for being here and sharing this information. does anybody have anything else they want to present before we So, I'm going to take that as a no. It's a little bit longer than we usually go. So, thank you guys for hanging in there and I will see you guys next month. Okay, you bet.

Wrap Up & Next Steps

Complete the Strategic Planning Survey by January 24, 2025.



English



Spanish

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Chat Message: Monica Ramos: Survey Links

English:

<https://docs.google.com/forms/d/e/1FAIpQLSf1eguUDfEpZHPTINPNsxzfYZaGgBVuvpTM8ZbhXg8dR6l10g/viewform>

Spanish:

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

Thelia Morris: Thank you. Bye.



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Christina Hedges: Have a good night everyone.

Dean Thomas: She serve organized.

Don Harrington: Bye, you guys.

Isabel Camacho: Thank you so much. Other one. Bye-bye.

Meeting ended after 01:24:51 🙌

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

For **December 2024 IRs**, the Committee members have been loaded in the shared drive **375** incident reports.

Number of Questions for Quality Assurance Manager: **0**

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 Don Harrington.

Adjournment

Don Harrington adjourned the meeting at 6:25pm. The next District North IOC meeting will be held on Wednesday September 18, 2024, at 5:00 pm. The meeting will be a virtual meeting.