



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, April 9, 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 **Suzanne Hessman**. The date was April 9, 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**
- **Selina Kataria**
- **Tonia Schultz (non-voting member)**

Absent:

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

Public in Attendance: **None**

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

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

Healthcare Plan Liaison: **Wendy Herring** (Mercy Care)

DDD staff and guests:

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

Trudy O'Connor (District East Quality Improvement Manager)

Morgan O'Hara(IOC Liaison)

Michelle Rademacher (IOC Liaison)

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



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DDD District East IOC-Conference Call line - 2025/04/09 16:45 MST - Transcript

Attendees

+1 480-***-**98, Christina Hedges, Kin Counts, Lawrence Allen, Michelle Rademacher, Morgan O'Hara, Sarah McGovern, Selina Kataria, Suzanne Hessman, Tonia Schultz, Trudy O'connor, Wendy Herring - Mercy Care OIFA

Transcript

Call to Order

Suzanne Hessman: Okay, we will call to order the meeting for East IOC. Today is April the 9th. It is 5:06 p.m. Morgan, would you read the conflict of interest statement for us, please? Okay,...

Conflict of Interest

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

Welcome and Introductions

Suzanne Hessman: we will do welcome and introductions. I am Susie Hman, the chairperson. I will go through our committee. Sarah, Selena,...

Sarah McGovern: Sarah McGovern, vice chair, IOC

Selina Kataria: Good evening everyone. Selena Kataria, committee member

Suzanne Hessman: Kin Thank you.

Kin Counts: Good evening everyone. Sorry I'm late. yeah, so I'm not a committee member. Thank you.

Suzanne Hessman: And Tonia,...



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Tonia Schultz: Tonia Schultz. I'm the ATPC facility representative, non- voting member.

Suzanne Hessman: Thank you. I didn't miss anybody else on the committee. Morgan, would you please go through our other attendees?

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

Christina Hedges: Of course. Hi everyone. It's Christina Hedges, DDD, Office of Individual and Family Affairs Administrator. I support Morgan and Michelle and all the wonderful work that they do.

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

Trudy O'connor: Hi all. this is Trudy O' Connor, quality assurance manager for District East.

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

Lawrence Allen: Larry Allen on this ADOA.

Morgan O'Hara: Fredreaka. Thank you

+1 480-*-***98:** Hi everyone,...

+1 480-*-***98:** this is Fredreaka Graham with AHCCCS.

Morgan O'Hara: Thank you, Wendy.

Wendy Herring - Mercy Care OIFA: Good evening everyone.

Morgan O'Hara: Thank you, Michelle.

Wendy Herring - Mercy Care OIFA: Wendy Herring with Mercy Care Office of Individual and Family Affairs.

Michelle Rademacher: Hi, I'm Michelle Rademacher, DDD independent oversight committee liaison with the CARES Administration under the DDD OA umbrella.

Suzanne Hessman: That's a mouthful.

Michelle Rademacher: I said it backward, too.

Morgan O'Hara: Yes, thank you. And I'm the counterpart liaison with Michelle. and I Is there anyone we missed this evening? All right, I think that's everyone.

DDD Staff Updates

Suzanne Hessman: Great. Thank you, We will start off with the division staff updates. Morgan, if you want to go around with everybody there.



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Morgan O'Hara: We have Christina here this evening. Do you have any updates?

Christina Hedges: Yeah, kind of the biggest and really only update I have right now is I mentioned it last time I was here that support coordinators are working or going through a new training. It's a three-day training to learn how to kind of do a whole person needs assessment. And so they are learning how to fill out the PCSP in more of a person-centered manner. And then I want to say it's an eight or 12-page document that really kind of goes through looking at different aspects of people's lives to ensure that we are doing our due diligence to check on everybody's kind of mental health and being and everything. So that training is going really well. I think we are two and a half districts in and continuing to roll it out throughout the state. So, that's all I've got. Does anybody have any questions for me? Thank you.

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

Trudy O'connor: Let's see. In March, we had about 640 incident entries and an additional 250 duplicate or what we would call summary notes entered through our system. I mentioned last time we met that we were planning an emergency exercise we were going to participate in, and that has taken place. Unfortunately, I didn't get to do it myself, but one of our supervisors participated, and I think they got a lot out of it.

00:05:00

Trudy O'connor: And we continue doing testing with the access portal transitioning planning for that transition I guess you'd say. No vacancies right now so that's fantastic news.

Suzanne Hessman: very good.

Morgan O'Hara: And then I also did receive an update from Katrine earlier by email since she wasn't going to be able to attend. She did say that the PRC chair position is vacant and the recruitment process has been initiated and is on an expedited track. In the meantime, PRC District North and the statewide chairs are covering the east sessions with the support of the admin assistant. If you know anyone who would be interested or maybe you would be a great fit, please let them know. The position will soon be posted. As soon as they have a link code, she will share it with everyone. And if there are any questions to just let her know and she'll get back ASAP.

Suzanne Hessman: Great.

Morgan O'Hara: Is there any questions for Katrine?

Morgan O'Hara: All right, I think that's all the DDD staff updates.

Updates from Arizona Department of Administration

Suzanne Hessman: Thank you. All right, updates from ADOA Larry.



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Lawrence Allen: One quick update. just the annual training that was sent out to the committee past couple of months. there are a few I still have pending for this committee. if you don't have the email that I sent, please let me know so I can resend that link to you so we can get this done and put it to bed for next year. So, that's the only update I have for the committee. should any questions for me that I can try to answer for you guys?

Sarah McGovern: Larry, was that just a law training? good. Just wanted to make sure there wasn't any more then. Okay. Okay.

Lawrence Allen: No, you're good. Thank you, Sarah. So,...

Sarah McGovern: Thank you.

Lawrence Allen: If you haven't received it, I'm going to forward another email. So, please if you could get that done and within 30 days, the receipt of that email. So, that link will expire. So, that's all I have.

Updates from Integrated Health Plans

Suzanne Hessman: Great. Thank you. Right. Here are updates from the integrated health plans. Wendy, do you have anything for us?

Wendy Herring—Mercy Care OIFA: I don't have any official information, but I'm happy to answer any questions that anybody might have about Mercy Care. If you think of anything, reach out to any one of our S. Reach out to Suzanne, Morgan, or Michelle. I'm happy to answer those. Have a great evening, everyone. You bet.

Suzanne Hessman: Thank you.

Suzanne Hessman: And Fredreka, do you have anything?

+1 480-*-**98:** Hello. I don't have any updates from the committee but again happy to take any questions. Thanks.

Updates from DDD IOC Liasion

Suzanne Hessman: Thank you. All right, Morgan, back to you.

Morgan O'Hara: So, we have our data for the month of March. As Trudy said, there were almost 700 incidents reported in the share drive for March. there were also 27 for ATPC. The committee submitted 16 questions to the quality assurance manager and then they did receive responses for two sheets in March as well. and those are also placed in the shared drive for going back for reference if needed. The next C statewide chairs meeting is scheduled for April 23rd at 5:30. Any member who would like to attend is welcome. If you are not a chair or vice chair, just let us know so we can get you the link. The next DDD public town hall meeting will be held on Thursday, May 1st, from 6:00 to 8:00 p.m., where DDD will present



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updates and announcements to the public. We also have the Developmental Disabilities Advisory Council meeting on Thursday, April 29th, from 6:00 to 7:30. I believe that is all of my updates for this evening.

00:10:00

Discussion on Incident Reports and Behavior Plans

Suzanne Hessman: Thank you. Discussion on incident reports and behavior plans. Sarah, do you have any updates or comments, questions on incident reports?

Sarah McGovern: I set out the revised list of assignments. So, that has all been worked out. And, if anybody has any concerns or questions, please feel free, reach out. and then when you've completed a folder in your category, please send Morgan and CC Susie an email just letting them know what can be archived.

Suzanne Hessman: Do any of our committee members have any questions or concerns for Sarah regarding the incident reports and behavior plans? I understand that Morgan, what you were saying is that Katrine said that the PRC is being taken care of right now by central and...

Morgan O'Hara: North and statewide. Yeah.

Suzanne Hessman: north. Okay.

Discussion on Possible Committee Membership

Suzanne Hessman: I haven't heard anything more on possible membership, so I'm assuming we don't have anything there.

Morgan O'Hara: Not at the moment.

Public Comment

Suzanne Hessman: All for public comment, do we anybody from the public then unless somebody has a reason why we need to go into executive session, I don't see that we need to. Is there anybody on the committee that has something that needs to be discussed in executive session? Okay.

Sarah McGovern: Perfect.

Adjournment

Suzanne Hessman: We're gonna have the shortest meeting ever, Which is a good thing sometimes. So, we will formally adjourn. Our next meeting is scheduled for May 14th, let's see. It will be at the same time and station

Trudy O'connor: Good to see you all.



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Suzanne Hessman: Thank you everybody for being here.

Lawrence Allen: Thank you everybody.

Christina Hedges: Have a good night everyone.

Wendy Herring - Mercy Care OIFA: Fire the worms.

Suzanne Hessman: Okay, thank you.

Meeting ended after 00:13:52 🙌

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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 **March IRs**, the Committee members have been loaded in the shared drive **717** incident reports. ATPC had **27** totals.

Number of Questions for Quality Assurance Manager: **16**

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**.



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Adjournment

Suzanne Hessman adjourned the meeting at 5:19 pm. The next District East IOC meeting will be held on Wednesday, May 14, 2025, at 5:00 pm. The meeting will be a virtual meeting.