



**Division of Developmental Disabilities (DDD)
District North Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, April 16, 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 April 16, 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**
- **Cintya Acros**
- **Mariela Padilla Martin**

Absent: **Eric Houghlain**

Public in Attendance: **None**

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

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

Healthcare Plan Liaison: **Dawn McReynolds** (United HealthCare) **Ashley Mason** (Mercy Care)

DDD staff and guests:

Angela “Angie” Venne (DDD CARES Beauru Cheif)

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

Denice Roth (DDD OLCR Adminstrator)

Shannon Kirwan (DDD OLCR Adminstrator)

Staci Rodarmel (DDD District North Quality Assurance Manager)

Dean Thomas (DDD District North Program Review Committee)

Joan McQuade (DDD CARES Adminstrator)

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 - 2025/04/16 16:45 MST - Transcript

Attendees

+1 480-***-**98, abiola aje, Angela Venne, Ashley Mason MSW, Christina Hedges, Cintya Catalán, Dawn McReynolds UHC OIFA, Dean Thomas, Denice Roth, Don Harrington, Fredreka Graham, Isabel Camacho, Joan McQuade, Katrien Filez, Lawrence Allen, Mariela Padilla Martin, Michelle Rademacher, Morgan O'Hara, Shannon Kirwan, Staci Rodarmel

Transcript

Call to Order and Welcome and Introductions

Don Harrington: So, we'll go ahead and get started on the IOC for Northern Arizona for the month of April. I'm just going to go down the list. There are 17 people here. And when I call out your first name, go ahead and introduce yourself. And if you can think fast, tell me your favorite movie. What movie could you watch over and over and over again? Okay, so it can be old or it can be foreign or domestic. So give that a think while we go down the list. Abby,...

Abiola Aje: Let me think. Can you call me?

Don Harrington: I threw a curveball at you, didn't I? Okay, we'll come back to Abby. Angela. Okay.

Angela Venne: Hi, my name is Angie Venne and my most favorite movie that I could watch over and over again I believe would be either Across the Universe or Forest Gump.

Don Harrington: I don't think I'm familiar with Across the Universe.

Angela Venne: It's like amazing movie built around Beatles songs and...

Don Harrington: Okay.

Angela Venne: they sing.

Chat Message: Ashley Mason MSW: Had Don at beatles

Don Harrington: I'm interested now.



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Angela Venne: It's not like a cheesy musical. It's spectacular. I love it.

Don Harrington: Okay. Ashley Mason

Ashley Mason MSW: Hi everyone, Ashley Mason, a veteran advocate, adult behavioral health liaison with Mercy Care. My favorite movie I can't just pick one.

Angela Venne: Nice.

Ashley Mason MSW: I have two. The Bodyguard with Whitney Houston and Roadhouse with Patrick Swayze. That is my favorite movie of all time. Don't judge me. Christina, why do you always judge me?

Don Harrington: My wife loves that movie,...

Ashley Mason MSW: Is this the DIC Ashley bully Ashley day?

Christina Hedges: It's a love thing, Ashley. no. If I make fun of you, it means that I like you. If I don't make fun of you, then you should be worried.

Ashley Mason MSW: Just because Roadhouse is a very good movie. Look, the new one Do not watch it because you'll be very disappointed. It's not the same thing. Patrick Swayze Yeah,...

Don Harrington: but she insists on watching it by herself. I don't know what that's about. Christine

Dean Thomas: I think Roadhouse is a restaurant, right?

Chat Message: Angela Venne: love those throwbacks!

Christina Hedges: Yeah, that's so funny.

Ashley Mason MSW: in Texas It truly It's the biggest one in Texas or something.

Christina Hedges: I'm Christina Hedges. I am the DDD OIFA administrator. I am not much of a movie person. I prefer TV shows. but let's see. We actually just took our kids to see the Minecraft movie, and I'm not going to lie, it was pretty good. So, I'm gonna go with that, which is pretty embarrassing to admit, but go to somebody else quick, Don.

Don Harrington: Cynthia.

Chat Message: Angela Venne: those rolls!

Chat Message: Ashley Mason MSW: Thanks angie!

cintya catalan: I'm Cynthia and I like myself. Like Christina, I don't really watch movies. I watch them, but I don't think I can pick a favorite one. But I'm going to give you my favorite show. for me, it's The Office. I could watch that on a loop on a rerun every time.



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Don Harrington: Fredreka. I like that one as well.

Fredreka Graham: Hello, this is Fredreka with AHCCCS. my favorite movie is probably Coming to America. Yes, definitely the first

Don Harrington: The first one. Denice is that

Denice Roth: Yes, I'm Denise Roth. OLCR. I am the developmental home licensing and concerns manager. And my favorite movie that I could watch over and over and over would be The Notebook.

Chat Message: Angela Venne: The OG!

Chat Messge: Ashley Mason MSW: The first one is the best!

Don Harrington: Okay. Not seeing that one. Isabelle

Isabel Camacho: As far as my favorite, hi, I'm Isabelle. m with, before I forget, I'm one of our members, but, I also do a lot of advocating through Special Olympics, and I'm a stay-at-home mom. As far as my favorite movie goes, it would probably be anything related to Adam Sandler. So, Grown-Ups, Splendid, all those movies to me are my faves. They're pretty amazing. Yeah.

00:05:00

Don Harrington: Yeah, they're pretty good, Dean. ...

Dean Thomas: Dean Thomas, District North PRC chair. movie I would say Teladega Nights and Tombstone definitely.

Don Harrington: love tombstone. Yes.

Chat Message: Ashley Mason MSW: If you're not first, you're last

Angela Venne: Rest in peace, Bal.

Don Harrington: Not Val, I'm sorry. Joan

Joan McQuade: Hi everybody. I'm Joan McQuade with the DDD Cares Administration. And before I stopped cable and have streaming because now you just put something on and start it from the beginning. But when I had cable, there's three different movies, excuse me, that if I turned it on and was flipping around to find something to watch, I would have to watch it. even if I was in the middle of it. And there Sin City and Iroot and Pulp Fiction. Any of those are on. I didn't matter what part of them it was in. I'd have to stop, flip it, and watch it till the end.

Don Harrington: Yeah, two of those movies I've never seen Sin City, though. But the other two I'd watch again. Absolutely. Karine Katrine, I'm sorry, I don't have my glasses on.



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Katrien Filez: No problem. Hi everyone. I'm Katrine Philip, PRC administrator. I'm not a movie person, but Christina just gave me a great idea. The Minecraft movie.

Don Harrington: Lawrence

Katrien Filez: My grandson is very much into Minecraft, so if the movie is still out, I'll make him out this weekend.

Christina Hedges: It's so good. my kids loved it and...

Katrien Filez: Cool.

Christina Hedges: they're eight and nine and also my wife and I thought it was the funniest movie we've seen in a really long time. So it was really good. Yeah.

Lawrence Allen: Hey, good afternoon, Don. It's Larry Allen with Arizona Department of Administration. I'd probably have to say a couple of them. Lets see Dances with Wolves is one of my favorites and then Napoleon Dynamite is probably up there. Napoleon Dynamite.

Chat Message: Ashley Mason MSW: tater tots

Chat Message: Christina Hedges: well now I want tots!

Don Harrington: What was the last one? Yeah. okay. Miss Martin Michelle.

Mariela Padilla Martin: Hi, I work for I would say The Giver by Louis Glory. It's a really old novel. I don't know if you guys are familiar with it, but yeah, I think that's one of my favorite

Michelle Rademacher: Hi, Michelle Ratmaker, DDD IOC liaison. I would say I have a lot of movies that I like because I love movies. but for the longest time I held on to Big and I'm still going to hold on to that. It's a really good movie.

Don Harrington: Yeah, that's a good movie. Morgan

Chat Message: Ashley Mason MSW: Only if they are in the right cargo pocket haha

Chat Message: Lawrence Allen: :)

Chat Message: Christina Hedges: we just watched that with my boys....one of them loved it. The other left the room

Chat Message: Christina Hedges: Regarding Big

Chat Message: Mariela Padilla Martin: i love Harry Potter

Chat Message: Ashley Mason MSW: I have never seen that either



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Chat Message: Angela Venne: touche!

Chat Message: Christina Hedges: this took a turn!!

Morgan O'Hara: Hi everyone, Morgan O'Hara, the counterpart DDD IOC liaison. my to movies are probably Harry Potter classic millennial.

Don Harrington: Okay, that was my wife. She's driving down to Phoenix. Want to make sure she's okay. can we try that again? I missed it.

Morgan O'Hara: Just Harry Potter. It's my comfort to movies.

Don Harrington: I've never seen that movie. And when I say that out loud, people laugh at me.

Morgan O'Hara: I understand. I have never seen Star Wars. People give me the same look,...

Don Harrington: Yeah. Shannon

Morgan O'Hara: Larry. Yes.

Ashley Mason MSW: Star Trek. I haven't seen all three. Morgan, I can up you.

Chat Messge: Ashley Mason MSW: Don't forget about Roadhouse haha

Shannon Kirwan: Hi everyone, my name is Shannon Kirwan. I am the program administrator for the Office of Licensing certification and regulation. favorite movies, I love movies, but some of them that have been mentioned, I've seen every Star Wars probably hundreds of times.

00:10:00

Don Harrington: Goodness.

Shannon Kirwan: I've not seen Harry Potter. Dances with Wolves I've seen hundreds of times, but probably my favorite is the spaghetti westerns, which probably nobody on this call even knows about, but the good, the bad, and the ugly with Eastwood.

Don Harrington: I do. No, absolutely.

Shannon Kirwan: He's my dude.

Christina Hedges: The music, the music in the good, the bad, and the ugly is the one.

Shannon Kirwan: I agree. I agree.

Don Harrington: Let's see. Stacy



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Staci Rodarmel: Hello, Stacy Rodarmel, DDD quality assurance manager. I have seen every Star Trek, and every Harry Potter movie. I've seen a lot of the spaghetti westerns. but my to movies are The Big Chill and Clue. Yeah.

Chat Message: Ashley Mason MSW: All classics

Don Harrington: Big chill. I remember that's been a while ago, too. I think I was.

Staci Rodarmel: 82 I think something early 80s.

Don Harrington: Yeah, I was just out of high school. so did I miss anybody? my name's Don.

Don Harrington: I'm the IMC.

abiola aje: You're missing me now.

Don Harrington: Abby. Yeah. Let's go back to you.

abiola aje: My name is Abby from Caring Minds. We're located in Poria, Arizona. So, my to movies are any movies by Tyler Perry and also Men in the Black and also Coming to America. I can watch that over and over.

Don Harrington: Don IOC chair. my favorite movie and probably nobody knows this is Jeremiah Johnson. I could watch that.

Lawrence Allen: Robert Redford.

Don Harrington: I could watch that over and over. Robert Redford in there. I think it's a very realistic depiction of that time. every time I watch it, I have to wear a coat. So, we'll go ahead and get started. I am so glad to see that OLCR is here. Shannon, I've seen your name on just about every paperwork that I do. so it's good to put a face to your name. Thank you so much. So let's go ahead and start with the DDD if Stacy.

Staci Rodarmel: We are fully staffed. and I can't think of any updates at this point in time.

Don Harrington: So any idea is Phoenix I mean I'm starting to see the same support coordinators over and over. So that's a good sign, right? ...

Staci Rodarmel: I'm not with support coordination, so I can't answer.

Don Harrington: there's a difference. Yeah, absolutely. Looks like we have Don McReynolds.

Dawn McReynolds UHC OIFA: Hi everybody. My name's Don McReynolds. I'm in for Ian Wilson. I am the Office of Individual and Family Affairs Administrator. Good evening.

Don Harrington: We're listing our favorite movie. Do you have one?



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Dawn McReynolds UHC OIFA: Absolutely. Dirty dancing Patrick Sees. I just love him.

Ashley Mason MSW: We became best friends. Mine's Roadhouse.

Don Harrington: Okay. So, you guys will meet my wife tomorrow. no secrets. you'll know her when you see her because she's only 4 foot eight. So, she's not very tall. So, all right, let's move on to Angela.

DDD Staff Updates

Angela Venne: Hello I do believe Christina was going to give updates, I don't want to steal her thunder, but I can tell you that in relation to what you said about support coordinators, in March we filled 35 vacancies in support coordination, we did have 13 that turned over either for promotion or exiting. so we actually had a net gain of support coordinators of 22 in the month of April. So, ...

00:15:00

Don Harrington: Okay, Christina. Yeah.

Angela Venne: So, those are good numbers.

Christina Hedges: Thanks, no major updates on our front. The biggest ones that we're kind of still working on are the needs assessment training for support coordinators is rolling out. I think we've done two and a half, we might be at three full districts right now. So, we've got a few more left to do. I don't want to steal Morgan's thunder or Michelle's thunder because one of them normally mentions the town hall. So, I will let them talk about that in a second. And I think that's all we've got right now. Does anybody have any questions? Sounds good. Thanks,

Don Harrington: No. Okay, Dean.

Dean Thomas: Got to find the mute button here. All right, Dean Thomas, PRC District North Chair. things are plugging right along. we're getting a little far out in regards to more time for District North to re review behavior plans, but we got a lot of behavior plans coming in, but we're looking at seeing some assistance with that. But we also have a vacancy as well. So, just want to let you guys know we're continue to work on that. and Katrine, anything else to add?

Katrien Filez: Thank you, I think you covered it all. Dean is the tites reviewing the north beaver plans. Also helping out district east where we have a vacancy for the chair position. That's why the district north beaver plans are scheduled out a little farther out than usual. But thanks again Dean for all the support you're providing. Maybe at the same time I'd like to spread the word the position as a PRC chair in district is not yet posted. Hopefully very soon. But if you know of anybody who would be a great fit, who would be interested, please let them know that very soon we will have a code description or link a link that we can share with you. And that's about it.

Don Harrington: Okay. Dean, are you guys getting enough volunteers?



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Dean Thomas: Yeah, I'm not having an issue with that. I know District East, we have some new ones. but, it's mostly I would say my standbys. they're volunteering and they're showing up and there for us. I wouldn't say they're new. a lot of support coordinators are helping out which is good because then they help out other support coordinators and that information goes around. but yeah, for the most part, District North, we have my go-to people definitely.

Don Harrington: Cool. Let's see Joan

Joan McQuade: My mouse is never where it's supposed to be. Hi again, everybody. we're fully staffed and at this point we've had no backlog now for at least a few months, which is great. So, you should be getting all of your incident reports timely. And that's all I've got for unless you've got any questions.

Don Harrington: Okay. no questions. We'll move to Larry. I got him. Yes.

Updates from Arizona Department of Administration

Lawrence Allen: Good afternoon. Don, the only update I have for the committee tonight is for the pamphlets and the business cards that I mailed you. Did you receive those? That's really the only thing I have for other than a little housekeeping update, for the new committee members, if you haven't taken the training yet, for the law 2000, please do so. you should have received an email from Jennifer Bartlo. if you didn't receive that or if you need me to resend, I'll be happy to do so, just please reach out, send me an email Morgan or Michelle an email and then we can get that back out to you.

00:20:00

Lawrence Allen: That's really all I had. Do you have any questions for me?

Don Harrington: So I don't fully understand what the conference is about but is administration don't have I don't know a stand or a presence there.

Lawrence Allen: On what, Don? I'm sorry.

Don Harrington: So, Christine just answered me. the conference tomorrow and Friday. Okay.

Lawrence Allen: No. ADOA will not have a presence there.

Don Harrington: So, I did get my cards and I'm going to take some with me when I go down there Friday.

Lawrence Allen: Okay, Yeah. That's perfect. And I'm working on a one page or two, an email format type of I guess recruitment flyer for the committee that has a QR code on it as well. So, it makes it a little bit more usable this day and age. It's hard just to get pamphlets out. So, I'll get that to the group, as soon as that's ready.

Update from DDD IOC Liaison



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Don Harrington: That is wonderful. Michelle, you or Morgan or both?

Morgan O'Hara: Yeah, I've got an update for this evening. to continue on with your trend and giving your data, the committee did receive 501 incident reports in the shared drive for the month of March. And then we do have a statewide chairs meeting coming up next week on April 23rd at 5:30. So any member who would like to attend is Just have to let us know so we can get you the link. And then we do have the next CDD public town hall meeting for members, families, and providers which will be held on Thursday, May 1st from 6:00 to 8:00 PM. And then the DDAC Advisory Council has a public forum scheduled for Thursday. I have the wrong date in here. Shucks. it's I think the third Thursday of April. that will be held at from 6:00 to 7:30 and I can send all of those links out to you in the follow-up email.

Don Harrington: what is the AC committee?

Morgan O'Hara: The Developmental Disabilities Advisory Council

Chat Message: Michelle Rademacher: Developmental Disabilities Advisory Council

Tuesday, April 29, 2025 - 9:00am to 12:00pm

Updates from Health Plan Liasons

Don Harrington: I actually attended their last meeting, I want to say, and it's kind of interesting. A lot of Q&A. And the rest I'll just go down the line. Fredreaka.

Fredreaka Graham: Is that Fredreaka?

Don Harrington: Yeah, Fredreaka, I'm sorry.

Fredreaka Graham: No worries.

Don Harrington: I have So, AHCCCS is not funded by the state, right? It's funded by was it title 10?

Fredreaka Graham: This is Fredreaka with AHCCCS and I don't have any updates, but happy to take any questions that you may have.

Fredreaka Graham: I'm not sure I understand what your question is.

Don Harrington: Because has anybody heard if DDD finally got the makeup funding?

Fredreaka Graham: I have not but maybe one of the DDD counterparts can assist with that question.

Don Harrington: Angela, go ahead.

Angela Venne: Either I can speak to it or Christina can speak. I'll go first. it has not been app hearings were yesterday about House Bill 2945. It was approved at the House. it still needs to go through Senate and then to the governor's desk. So we don't have the supplemental funding approved at this point but we



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are confident that they have every desire to come to some kind of negotiation. So we can finish off this fiscal year and then the budget for next fiscal year has also not been approved.

Don Harrington: right? So, I believe it was a Senate that disapproved the last one, right? No,...

Angela Venne: The last bill.

Don Harrington: the last time they tried to pass the makeup funding, was that the Senate or...

Angela Venne: Yes. the house. Yeah.

Don Harrington: the House? Yeah. anything you want to add, Christina? Okay.

Christina Hedges: I think it was the House Appropriations Committee.

00:25:00

Christina Hedges: No, Angie covered it. we continue to support the governor's proposal for the budget and we for the most part really just know as much as you all know as a public. So,

Don Harrington: Okay.

Angela Venne: And we are sending announcements every Friday.

Angela Venne: So if you're connected to the vendor announcement that's where you're going to see the updates every Friday coming out from Zane.

OLCR Discussion

Don Harrington: Let's trying to mark off my list here. Denise

Denise Roth: Sorry, I was on mute and hidden. I'm not sure what updates we have to provide. Shannon, can you take over for that one? I'm sorry.

Shannon Kirwan: Yeah, not a problem. So, Denise and I are both here from OLCR and as far as being fully staffed, we are not fully staffed yet, but we are working on it. And we can talk more about that as you guys ask us questions, but Denise's unit is fully staffed now and we are bringing on some additional help with our quick connect process and OLCR now is going to get an admin because our admin took a promotion. So, we are working to get all of our positions filled.

Don Harrington: So, I was talking to some of my providers and a coworker and we were trying to figure out how many renewals and initials do you guys go through a year? Do you have any idea?

Shannon Kirwan: We can pull up our metrics and Denise, maybe you can do that while I talk a little bit. So, every one of our developmental homes needs to be reviewed every year. So, Denise can tell you what our number is right now. I think it's around, 1300. I'm not and that's ballpark. we would have to break it out.



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we'd have to run a real quick report to see how many initials, but that number that 1300 kind of eb and flows and over the past probably four years we've only gained about a hundred. but it is around 1300 that we have to renew every year.

Don Harrington: that was the kind of the topic of what we were talking about, the volume of work that you guys are responsible for, And I don't know. I just can't see me personally sitting down and reading all those reviews and the ones that come back to me. I mean, you guys catch stuff that, I wrote it and still didn't catch it. So, it is difficult work to say the least. So I will say that I get a call for people wanting to become licensed and I'll send out just the application and the caregivers guide and 95% of them I never hear again. So I think that's a really great weeding out process but they never give enough information on the caregiver guide. they ask a question in there and they'll give a two-word answer. Yeah, that's just not going to work. but I do appreciate the work that you guys do and the stress that comes with the reason why I wanted you here is that when I requested it was last month so how long are you guys between the time a renewal is entered that it's getting approved?

Shannon Kirwan: So,...

Don Harrington: You know what I mean?

Shannon Kirwan: and again, Denise can read off our most recent metrics, but right now, we are reviewing renewal applications that were submitted in February, so we're about two months behind. over the course of the past year we had our developmental home manager resigned as well as our concerns liaison also took a promotion. So that left that unit bare minimum and so we had to pull over some of our reviewers to help with our concerns. We were just trying to get the work covered as well as we could. So now we're trying to clean up that backlog. And again, we're still about two months behind. and we've got a plan to try and address that to keep moving forward and get that queued down,...

00:30:00

Shannon Kirwan: but it was based on some staffing issues that we experienced over the last 6 to nine months.

Don Harrington: Right. Right. I appreciate your work. that we do I think very important we do it every year as opposed to foster care where it's every other year. I think it's just really important and I appreciate your help on that. let's see. Do we have anybody else from DDD?

Shannon Kirwan: right? Sure.

Denise Roth: So, just to chime in really quick, we have 1344 developmental home licenses that we're responsible for as of right now.

Don Harrington: Okay. And last month we talked about the census for members who are actually in a group home or ADHD home or something like that. it was a little over 5,000, wasn't it? I can't remember who gave me that last month,...



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Don Harrington: but Okay.

Shannon Kirwan: I don't know if we have anyone on here that would be from network. They're the ones that really get those reports from our qualified vendors and then aggregate that to give monthly numbers. So, I'm not hearing anybody, but network would be able to give us specific numbers.

Chat Message: cintya catalan: not at this time, thank you

Don Harrington: But my point being is that there's still a lot of renewals. that's the crux of what I was getting at. A lot of renewals. And when you're short one person it really throws everything out of kilter.

Shannon Kirwan: Mhm.

Don Harrington: Does any of the board members have any questions as we go through? again I really want to thank OLCR for being here. I think the best way to relieve frustration is with knowledge and what you provided tonight really helps a lot. I'm going to spread the word. So, I appreciate you guys being here and same with everybody else. I actually look forward to this every month. thinking about retiring soon, but I'm going to keep this one. So, you guys are stuck with me. is there any other business Morgan that we need to talk about?

Ashley Mason MSW: I have something. You forgot about me again,...

Don Harrington: My gosh.

Ashley Mason MSW: Don. Freaking Dawn.

Don Harrington: And you are first on the list, too. I apologize. Okay, Ashley.

Ashley Mason MSW: I was waiting the whole time. I knew it. I was like, "Today he's gonna forget me." And you forgot Dawn, too. I'm not leaving Dawn out. So I really don't have any updates.

Don Harrington: she's at the bottom of the list, so go ahead.

Ashley Mason MSW: I just really wanted to say that you forgot me and it's okay because I'll see you at connections conference and then when you make eye contact with me, I'll just look away for five seconds to act like I don't know you and then I'll be like, " my god, D." That's true. But that would be mean.

Don Harrington: or you could forget my name.

Ashley Mason MSW: I'm Not in person. You're welcome.

Don Harrington: Gone.

Dawn McReynolds UHC OIFA: Hi, Don. Thank you. Thanks, Ashley. It's great to see you. Don, I do have an update and I apologize to those of that have heard this over and over and over again on every IOC that I attend, but we as OIFA have what we call credentialed family support individuals that work in behavioral



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health and along with DDD members that receive those services. Christina Hedges kind of leads us in presenting to the DDD IOC's and we've made presentations through the DDD IOC's before. I'm not sure if it was a year or two ago, but I want to offer that presentation to this IOC. because it's so important that all of you that encounter family members know that if they have loved ones that are in behavioral health and in the DDD system that there is hope and help and if they touch behavioral health, this is a free service and these are professionals that are credentialed because they have lived experience as a family member. nothing more important than supporting those that we care about.

00:35:00

Dawn McReynolds UHC OIFA: So if this IOC is interested in a presentation with the other IOC's we kind of do a rotation so it will be several months out and we can plan specifically for Mercy Care United and of course Christina to kind of all of us come together. And Christina, if you ever get tired of me volunteering you for this, just and I'll stop. But I know she loves it, too. awesome.

Christina Hedges: You've saved my life on more than one occasion when I have no idea what's happening in the world of Oya. So, I'm never gonna get sick of it.

Chat Message: cintya catalan: I would love it

Dawn McReynolds UHC OIFA: And for all of those that are listening, the position walks families through the care and support of navigating a behavioral health care journey through our system. So, these individuals are prepared. They have to take a training for over 40 hours. They get confirmations from access that they are credentialed to work in behavioral health with individuals. and I think it's a very important resource for our families. So that's my soap box.

Dawn McReynolds UHC OIFA: Thanks for allowing me on it and I'll mute unless there's any questions.

Don Harrington: Do you have a lack of a better word, like a brochure or flyer or something you can send me that's got more details about that?

Dawn McReynolds UHC OIFA: Absolutely. Christina's shaking her head. Yes, we have a lot of information. We regulate these individuals throughout the state. So, we will give you the nuts and bolts and allow you to, discuss with your OC members and see if there's an interest.

Don Harrington: Okay.

Dawn McReynolds UHC OIFA: Thanks, Don.

Chat Message: Dawn McReynolds UHC OIFA: Thank you Christina!!! I appreciate you :-)

Chat Message: Michelle Rademacher: It's a great presentation. Very informative.

Chat Message: Ashley Mason MSW:

https://www.mercycareaz.org/content/dam/mercycare/pdf/peerorgseng_span_ua.pdf



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Chat Message: Christina Hedges: Of course!!

Chat Message: Christina Hedges: <https://www.azahcccs.gov/OIFATools>

Don Harrington: I think there is one Cindy might be interested, but if you could mail that to me give it to Morgan and she'll mail it to the whole board.

Don Harrington: I think that's a very fascinating thing.

Christina Hedges: Yeah, for sure. So, both family support and peer support, which didn't really touch on, but it's a similar service, but it's provided by somebody who has that own lived experience themselves of being in the public behavioral health system within Arizona. so they also kind of join the person. Family the Peer support is for the member in particular. they join the person kind of along their healthcare journey. both of these are behavioral health services. So they do go through our subcontractors United and Mercy Care. However, as our subcontractors, we have oversight of their oversight of the providers and I specifically am the one within the division that kind of ma oversees that entire benefit for peer support and family support. If you do have any questions, Don, please or anybody on the committee, please don't ever hesitate to reach out. But I will send Morgan and Michelle there's a few, we call them AHCCCS one pagers that really lay out nicely what these services look like and how to get them and how to then also become credentialed.

Don Harrington: So these are volunteer positions.

Christina Hedges: No, they're paid positions. They're primarily with either a behavioral health home or sometimes with a peerrun agency or a family run agency and they bill, the AHCCCS plan that a member has and...

Don Harrington: Okay.

Christina Hedges: they're put on the member's treatment plan as well. And there's services or goals related to those specific services that help kind of justify why it's medically necessary for those services to be put in place.

Don Harrington: So that is very fascinating. So cool. I mean, I just know a cursory amount of information that I use in my job, but yeah, it's much needed. So, absolutely. Thank you so much. Ashley, did I forget anybody else?

Ashley Mason MSW: No, you got me. But I think you're talking to Morgan.

Don Harrington: So there is a Morgan, what did we put in the chat?

Dawn McReynolds UHC OIFA: Ashley. Yeah, Ashley put more information about what we were talking about peer and credentialed stuff for you to review from her



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Don Harrington: Okay, I am copying that now and since my wife's out of town, I got something to read tonight so I can go to sleep. So, I appreciate it. Okay.

00:40:00

Christina Hedges: If you give me one second, I can drop you a link for all of the AHCCCS OIFA empowerment tools. you really need a lot to read. I'm looking right now. there's got to be 50 to 75 of them. So, hey,...

Don Harrington: Yeah, I'm really old, so I'll probably make it to 10, but Right.

Christina Hedges: least it's something.

Don Harrington: So, I appreciate that. And does anybody have anything else they want to contribute? let me get this posted so I don't forget. Many of the board members want to add anything? don't be concerned about the training that Larry was talking about. It takes about 45 minutes and it's not that difficult because I made it. and Larry, we do that every year, right?

Lawrence Allen: Yes. It's an annual training. Yep.

Don Harrington: if nobody has anything else, I think we're done for this month. Dean, go ahead.

Dean Thomas: Yeah, Don, I just want to let you know your new panel members if they would like to know more information about PRC. myself and the other chairs will be willing to do a little presentation if necessary. So, just give us a holler and see if we can meet up.

Don Harrington: Dean, can we set that up for next month?

Dean Thomas: Yeah. Is there a day that would work better or...

Don Harrington: Get No, just I don't know about the other board members, but I know they'll probably be here at the IOC meeting. So, if you could just make a quick presentation and Larry will be here so he can run through anything that is associated with that.

Dean Thomas: Yeah, we could actually do a training with have everybody show up for Zoom and do a little extended one, too. just five minutes.

Don Harrington: If anybody's interested at that point then we'll set that up and...

Dean Thomas: Okay, sounds good.

Don Harrington: I could probably use the Zoom meeting myself because there's always something new. it's going through. So yeah, that would be wonderful.

Dean Thomas: Yeah, we have maybe Brent and Katrine be one the other to do question and answers with us as well. So, all right. Aken.



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Don Harrington: Okay, that's great. I appreciate everybody being here tonight. A lot of good information. and I will hopefully see you next month.

Katrien Filez: Thank you. Bye-bye.

Lawrence Allen: Thank you, Don.

Don Harrington: Bye you guys.

Dawn McReynolds UHC OIFA: Thank you.

Angela Venne: Good night everyone.

Ashley Mason MSW: You mustn't.

Denice Roth: Good night everybody.

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

Don Harrington: You're very welcome.

Don Harrington: Bye, Abby.

Meeting ended after 00:43:21 🙌

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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.