



Division of Developmental Disabilities
District South Independent Oversight Committee
Monday, April 14, 2025 – 1:00 PM to 3:00 PM

Meeting called to order by Committee Chair, **Keith Jansen** The date is April 14, 2025, at 1:00 pm. Meeting was held virtually via Google Meets

IOC Members:

- **Keith Jansen**
- **Angela Besemer**
- **Mario Gutierrez**
- **Rachel Kundrat**
- **Dimetri Gudino**
- **Leslie Leon**

Absent Members:

- **Octavia Lamb**
- **Lorraine McDaniel**

Public in Attendance: **None**

Health Plan Liaisons:

- **Ian Wilson** (United Healthcare)
- **Wendy Herring** (Mercy Care)

ADOA: **Larry Allen** (ADOA State IOC Liaison)

AHCCCS: **Fredreka Graham** (Manager and IOC Liaison)

DDD:

- **Angie Venne** (CARES Bureau Chief)
- **Christina Hedges** (Office of Individual and Family Affairs Administrator)
- **Joseph Tracewell** (District South Quality Manager)
- **Joseph Jensen-JJ** (District South Quality Improvement Supervisor)
- **Andrew Miller** (District South Quality Incident Specialist)
- **Joan McQuade** (Office Of Individual and Family Affairs)
- **Michelle Rademacher** (Independent Oversight Committee Liaison)
- **Morgan O'Hara** (Independent Oversight Committee Liaison)
- **Gabriela Barrientos** (Volunteer Coordinator)
- **Suslan Loper** (Volunteer Coordinator)



DDD District South IOC-Conference Call - 2025/04/14 12:45 MST - Transcript

Attendees

Andrew Miller, Angela Besemer, Angela Venne, Christina Hedges, Dimetri Gudino, Fredreka Graham, Gabriela Barrientos, Gutierrez, Ian Wilson UHC, Joan McQuade, Joseph Jensen III, Joseph Tracewell, Keith Jansen, Lawrence Allen, Leslie Leon, Michelle Rademacher, Morgan O'Hara, Rachel Kundrat, Susan Loper, Wendy Herring - Mercy Care OIFA

Transcript *This editable transcript was computer generated and might contain errors. People can also change the text after it was created. Liaison has edited some of the transcript for accuracy and ease of reading. Any blue italics transcription was missed by the transcriber.*

CALL TO ORDER

Michelle Rademacher: Okay, just so everyone

Keith Jansen: My name is Keith Jansen. I'm the District South Independent Oversight Committee Chairperson. I'm sorry I can't use my camera today. I'm in an area where it's not allowed. First of all, calling this meeting to order at 1:00 on the 14th of April.

DISCLOSURES OF CONFLICTS OF INTEREST

Keith Jansen: Are there any conflicts of interest for anything that is on the agenda? Going twice. Hearing nothing. I'll assume that's a no.

WELCOME AND INTRODUCTIONS

Keith Jansen: Okay, we're going to do welcomes and introductions. We'll start out with the IOC members. Rachel.

Rachel Kundrat: Hey, I'm Rachel Kundrat.

Keith Jansen: Okay. Leslie.

Leslie Leon: Good afternoon. My name is Leslie Leon, District South IOC member.

Keith Jansen: We have Dimetri.

Dimetri Gudino: My name is Dimetri Gudino and I am a district south IOC member.

Keith Jansen: Okay, Angela.



Angela Besemer: It's Angela Besemer, District South IOC member.

Keith Jansen: Okay, I believe that's all our IOC members. Sorry if I am not getting each department straight. I'm just going to go down the list. Andrew.

Andrew Miller: Andrew Miller, one of the incident specialists here at DD QA South.

Keith Jansen: Okay, Christina, sorry.

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

Keith Jansen: Okay, Fredreka. Okay. ...

Fredreka Graham: Hello, this is Fredreka Graham with AHCCCS.

Keith Jansen: Gabriela. Okay.

Gabriela Barrientos: Hi, I'm Gabriela Barrientos. I'm one of the volunteer coordinators with DDD.

Keith Jansen: Ian.

Ian Wilson UHC: Good afternoon everyone. Ian Wilson with United Healthcare Community Plan.

Keith Jansen: Okay. Joan. Okay.

Joan McQuade: Good afternoon everybody. I'm Joan McQuade. I'm with the CARES Administration. I'm an OIFA manager as well as supporting Michelle and Morgan in this

Keith Jansen: JJ.

Joseph Jensen III: JJ Jensen, District South QA Supervisor

Keith Jansen: Joseph.

Joseph Tracewell: Joe Tracewell, District South QA manager.

Keith Jansen: Larry.

Lawrence Allen: Did you hear me? No. Okay.

Keith Jansen: Speak up again. Larry.

Christina Hedges: We can hear you. It's just slightly delayed.

Lawrence Allen: Larry Allen with Arizona Department of Administration.

Keith Jansen: Okay. We just had someone join, Angela Venne.



Lawrence Allen: Good. Thanks.

Michelle Rademacher: Yeah, good that time, Larry. Thank you.

Angela Venne: Hi. Did you want me to introduce myself? Sorry, I just popped on.

Keith Jansen: Yes. Yeah, I know. Okay. Michelle...

Angela Venne: Hi, good afternoon everyone. My name is Angie Venne and I work for DDD and I am the CARES Bureau Chief.

Michelle Rademacher: Hi, good afternoon. Michelle Rademacher, DDD, Independent Oversight Committee liaison. I'm under the OIFA umbrella in the DDD CARES unit.

Keith Jansen: if you're indoors. Why do you need to be under the umbrella?

Michelle Rademacher: It's helpful.

Keith Jansen: Morgan Okay.

Morgan O'Hara: Hello everyone. Morgan O'Hara. I am the DDD counterpart liaison to Michelle.

Keith Jansen: Susan.

Susan Loper: Hello, Susan Loper with the CARES Department, the volunteer coordinator with DDD.

Keith Jansen: Wendy.

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

Keith Jansen: Did I miss anybody? I don't think I did. I'm sorry if anybody took any offense. I just called them by first names.

District South IOC Member Key Communications & Updates

Keith Jansen: The first thing in the meeting is the district south member key communication and...

00:05:00

Keith Jansen: updates for the IOC. Hi Mario. You want to introduce yourself? It's all right.

Michelle Rademacher: Sorry, Mario, you're muted.

Gutierrez: Hey, good afternoon. Sorry I'm late. I had another meeting that just ended. My name is Mario Gutierrez. I'm the IOC vice chair of District South.



Keith Jansen: Thank you very much. What I just started, Mario, was our key communications and updates. So far we're doing pretty good so far as keeping up to date with our IRs and any other assigned tasks as needed. Is anybody going to be gone for a week or more that might need help?

Gutierrez: I will be gone in May, first week and a half, having a national conference for work in Indianapolis.

Keith Jansen: Okay, I'll cover your IRs.

Keith Jansen: Okay, I'll make sure to cover your IRs.

Gutierrez: Thank you.

Keith Jansen: Enjoy your trip. These are nice things to find out in advance. Do me one favor, Mario.

Gutierrez: Yes. Okay.

Keith Jansen: Please send me an email, the week before reminding me. Thank you very much. Angela Okay.

Angela Besemer: I'll be gone the last week of May and the first week of June. Do you want me to write for you?

Keith Jansen: No. What I would ask you to do is please do the same thing the week before. Send me a email that says I'm going to be gone,...

Angela Besemer: Okay. Sure will, perfect.

Keith Jansen: this date to this date. Can you please cover mine?

Angela Besemer: I will do that.

Keith Jansen: I know what everybody does. So, all the files that you do, so I'll make sure to cover them. But it helps to know these things in advance. So, if I couldn't cover you, maybe Mario could or whoever. Also, I want to remind the IOC members to keep track of your training. You need not write the date you had it or where you did the training because there are all kinds of different companies, there's the internet, all kinds of different places you get it, but the training itself you keep track of for the annual report. So, please keep track of any training you did.

Keith Jansen: And just for instance, law 2000, for those that have had it before, when you take it again, then you keep track of it again because that way we can prove that, yep, you took it this year, too. and that shows that to the state that we are keeping up on our training and if you're taking an extra classes, then we're going above and beyond, but at least that we're keeping up. Make sure to keep those straight and as the time gets closer, I will be in touch with each one of you and get that information.

Keith Jansen: Any other questions from any IOC member? Angela. Okay.



Angela Besemer: No, I'm good.

Keith Jansen: I thought I saw your hand up. It looks like your hands up.

Angela Besemer: I keep clicking. It won't go off.

Michelle Rademacher: Darn Google.

Keith Jansen: Okay. I just wanted to I'd rather make sure than pass anybody by.

Angela Besemer: Yeah, just ignore it. I'll chime in if I have to.

Keith Jansen: Yes, ma'am. You're welcome to anytime. Then we're going to go to the IOC recruitment and volunteer coordinators.

IOC Recruitment & Volunteer Appreciation Mixer

00:10:00

Susan Loper: Thanks for having us. Keith, you want us to go on? Thank you for having us. I think you guys had a couple questions last time. Some of the questions were, "What events do we attend?" Did you have any other questions for us? We just have the four or...

Keith Jansen: Yeah.

Susan Loper: five questions that were asked of us last time. Michelle, did you have anything for us? Keith. Okay.

Keith Jansen: Not any new questions. A new subject that I was hoping you'd make sure to broach, but you should have got the heads up on that one.

Susan Loper: Okay,...

Keith Jansen: It's on the agenda.

Michelle Rademacher: Yeah, he's looking for information on the mixer and to talk about what to expect and what that looks like.

Susan Loper: I'll let Gabby take that one.

Gabriela Barrientos: So for the mixer this year, it's a little different. It's not a huge event as it's been in the past year. We're starting with our first one in Tucson. It's the first year we're having an event in Tucson. so everybody from the South is invited. It's open to everybody. If not, we will be having another one around maybe August or in the Phoenix area. so everybody will have a chance to mingle together. Our first one is in Tucson. It will be April 29th at 11:00. We did send out an RSVP to everybody. So that closes tomorrow, I believe. and we're super excited for our first event in Tucson, and we hope everybody can make it.



Keith Jansen: And is it all DDD volunteers?

Gabriela Barrientos: So it's open to everybody, mainly those in the south. Like I said, we will have another one in Phoenix for everybody who will not be able to travel all the way to Tucson. So, we'll be having different events for everybody. Yes.

Keith Jansen: Okay. And it lasts for 3 hours, I believe.

Gabriela Barrientos: So, it's from 11 to 2 and...

Keith Jansen: And it's going to be cookies and soda pop or...

Gabriela Barrientos: coffee. Yes.

Keith Jansen: something like that,...

Gabriela Barrientos: Cookies and coffee. Yeah. ...

Susan Loper: We're not sure if it'll last the full 3 hours, but it'll last a couple hours.

Keith Jansen: Darn it.

Keith Jansen: I don't drink coffee.

Gabriela Barrientos: We'll have other options. We'll make sure to have something else.

Keith Jansen: And then there Susan, do you have the questions from last time?

Susan Loper: Yeah, just you were. We had the August tentative date for the event we're coming up like Gabby said and then. There were some questions on that and we network through email chains. Just Serve, we have a link on there and I think I shared that with the group. Rotary, we've had a presentation last week that went well and we're going to have another one hopefully coming up in May. We've gone to a few chamber events. We do a networking called RAIN networking and it's just a group of individuals from, it could be from health providers, it can be from hospitals, it's from a variety of people that come to these networking events.

Susan Loper: And that's usually in Surprise in Scottsdale. We are reaching out to colleges. We have a event at the end of the month at GCC and that's the April internship and volunteer meet and greet. We are going to the surprise mayor's roundtable tomorrow on disabilities. That's what we're doing for outreach. If anybody has any outreach ideas for us, please let us know. We're open to that as well. And then I just wanted to say that I love the IOC flyers. Those are awesome. So, we just kind of wanted to know when those were going to be printed and we could start using them at our outreach events. Okay.

Michelle Rademacher: So, that's something I'm coordinating with Larry. and I'd have to talk to him more about what that looks like and get back to you. But we'd love to share those. Yes.

Susan Loper: All righty.



Keith Jansen: Yeah, I requested some of the new business cards that they came up with.

00:15:00

Lawrence Allen: Hey Keith, this is Larry. Can you hear me?

Keith Jansen: Yeah. Yes.

Lawrence Allen: Okay, The brochures and cards are mailed. They were mailed to you last week, so you should be receiving those today or tomorrow. So, be on the lookout for those.

Keith Jansen: So they'll have some of the business cards in there.

Lawrence Allen: Correct. Yes.

Keith Jansen: Thank you very much.

Gutierrez: I received mine in the mail.

Lawrence Allen: FYI, just due to the territory of South, I wanted Mario to have some in his community and along with you Keith so that way you guys don't have to worry about mailing each other stuff. So, I did the same for the northern IOC's as well. So, just to help get that information out quickly as we could. Yeah.

Keith Jansen: Yeah, cuz we're kind of as opposed to Tucson, which is a larger metropolis in the Phoenix area, kind of rural and we hear about small things that you guys aren't going to come down from Phoenix to attend, but we know the faces. Rachel

Rachel Kundrat: Just asking if there's a virtual option to the cards or I know some people there's a QR option now I've seen with people's cards in society and that would maybe save waste and potentially save money. I'm not sure how QRs are actually made but just an idea or thought question. I don't know.

Chat Message: Rachel Kundrat: Is there a virtual option?

Chat Message: Michelle Rademacher: yes there is for the pamphlets, the electronic versions are in the IOC shared drive in the resources folder

Lawrence Allen: Yeah, there is a PDF file that has the QR code on and I'm also working on a one-pager to make it a little more of an email format type document. Which will help as well. So, as soon as I get that done, I'll get that over to all the committee members.

Keith Jansen: Okay, thank you.



Keith Jansen: Yeah, Rachel, the reason I like the business cards is because people can take them and, just like if they see you or any of the other people in Tucson, or Mario or I, we can just hand them to them and they've seen the face, they've got the name, that we can write on there and maybe a contact phone number or email and they've got somebody that they know in the trenches. And people tend to respond a lot better when they see faces. And I'll bet you the volunteer coordinators can vouch for that. Okay. Anything else? Susan, you're on mute.

Susan Loper: My apologies. That's about all we had. Just like I said, if you guys have any needs, asks, wants, any ideas or if you see events you might want us to go to, please shoot it to us and we'd be happy to check it out.

Keith Jansen: Okay. I have a question. And is it like instead of a job fair, would it be a health care job fair that you would be interested in going to or just a job fair?

Susan Loper: No, we would like no health care fair and job fair. That's fine.

Keith Jansen: Cuz there's a difference and some areas you might find one for healthcare and down here you're not going to find that. When they put on a job fair, it's all kinds of different jobs.

Susan Loper: Yeah. Normally we do the job/intern volunteer fair events. That way we can try to get the interns and the volunteers per se to become volunteers and mostly of them, most of them are in the medical field.

Keith Jansen: Yeah. you'd never want to come down here. We don't have things like that. It's not a big enough community. So that's the volunteers

Discussion and Review of Incident Reports and Behavior Plans

Keith Jansen: Discussion and review of incident reports and behavior plans. Did anybody have any trouble with doing incident reports from the IOC?

Angela Besemer: No, I didn't have any trouble. They went well.

00:20:00

Keith Jansen: Okay. Neither did I. I've been keeping up on them. I'm up to the eighth are done. and behavior plans, they're going pretty much as scheduled. But that's PRC so I'm not going to worry about that too much, but they are happening.

Discussion, Review, and Possible Action on Committee Membership

Keith Jansen: Discussion and review of any possible committee action or membership. Anybody have anybody in mind? I don't, not at this particular moment.

Angela Besemer: No, not on my end.

Gutierrez: No, I don't.

Keith Jansen: And I don't suppose any of the volunteer coordinators have anybody in mind.

Susan Loper: No, sorry.

Keith Jansen: And I'm just asking to make sure to be inclusive.

Susan Loper: Thank you. We appreciate that.

Keith Jansen: So, we don't have any updates there.

Division of Developmental Disabilities Staff updates

Keith Jansen: Division of Developmental Disability staff updates.

Christina Hedges: I can.

Joseph Jensen III: Hi, this is JJ. I don't believe we have any updates to share.

Joseph Tracewell: No, we're the only thing I think I mentioned last month is we are fully staffed now and our staff is fully up and running. So, hopefully we should be moving things a little bit quicker. We're actually giving her some training on addressing the IOC's questions. So, we hope to have the ability to move through those a little bit more quickly.

Keith Jansen: Okay. I got to tell you this, you're doing a pretty good job. We're trying to feed you. Hopefully, we're not feeding you too many questions, but I'd rather ask too many questions than keep silent on even one. Okay. ...

Joseph Tracewell: No, no. And Andrew and JJ have been really, killing it, I think. I mean, at times it's pretty busy, but we're managing.

Keith Jansen: I hope you're not mad if we ask too many questions. Okay.

Joseph Tracewell: No. No.

Keith Jansen: What's her, Miss McQuade?

Joan McQuade: The only updates that I have currently are that we are fully staffed. We're working diligently to meet the turnaround time to get the redacted reports out to the districts and everything is moving right along.

Keith Jansen: I had a question for you. The national credentials that the state is attempting to get, how is that going? Okay.

Joan McQuade: Okay. I'm not actively involved in that credentialing process. I think that either Angie or Christina would be better served to be able to answer that for you.



Angela Venne: Christina, do you want me to take it?

Christina Hedges: Yeah, go for it.

Angela Venne: Yes. So, the NCQA accreditation that the division is working towards.

Keith Jansen: We have members here, IOC members, NCQA can you please spell it out?

Angela Venne: Absolutely. You guys are going to have to help me because I always forget what the acronym is.

Christina Hedges: Hold on.

Angela Venne: National Accreditation for Quality... What' you say,...

Christina Hedges: I got it.

Angela Venne: Christina? Case management.

Christina Hedges: Give me one second. I'll pull it up.

Angela Venne: Okay, thank you. So, Christina is gonna pull up what the acronym is, but I almost had it memorized.

Keith Jansen: If you didn't have it right there, then imagine us

Angela Venne: That's correct.

Christina Hedges: The National Committee for Quality Assurance. And then the division is specifically going for the case management for long-term supports and services.

Angela Venne: And thank you Christina. And we are moving right along. We're at the point in the process where we're now collecting data and we'll be applying for the certification I believe in Jun., in June. and...

00:25:00

Angela Venne: in June they'll be doing a look back period looking at all the data that we've submitted to establish whether or not we meet that accreditation. And I think we find out in October. So yeah,...

Keith Jansen: So it'll take about 5 months.

Angela Venne: That sounds about right.

Keith Jansen: Those are nice things to know. And what are the benefits of getting this accreditation?



Angela Venne: The good thing about having the NCQA accreditation is that it gives us access to best practices in the field of IDD. So, it basically certifies us in a way that would explain to other agencies or other states that we always look for best practices in support of people with IDD and it gives us different, it's helped us upgrade all of our policies and procedures to ensure that we're supporting individuals in that are enrolled with DDD using the most person-centered practices available.

Keith Jansen: Okay. From what I understood last I was updated, we were the first state that was going to get this out here. Okay.

Angela Venne: I don't. Yeah.

Christina Hedges: Yeah, that's correct. You would be the first state division of developmental disabilities that receives this accreditation. A lot of health plans have it because it really is tailored towards health plans. and it's really kind of this roadmap that's set out as a way to ensure that organizations are aligning themselves in the best way possible with network adequacy and stuff.

Keith Jansen: I thought it was going to be like a statewide, not just a DDD. I mean, cuz it was sounding like it was DES. All of DES, not just DDD. Okay. Okay.

Angela Venne: Yeah. No, as far as I know it's DDD specific.

Christina Hedges: Yeah, because it's a health plan specific accreditation and so DDD is the only health plan within DES. Yes.

Keith Jansen: Thank you very much for straightening me out. When okay another thing is I'm going to ask, in October and we're going to use this in theory, in October when the DDD gets the accreditation are they going to send out a list of expectations or new sets of resources or anything like that to the people involved, like IOC?

Angela Venne: So, I don't think the plan is to do that, but I can tell you that every policy or procedure that drives case management is being looked at and evaluated to ensure that it meets the standards. So, I imagine there'll be an announcement should we get accredited explaining what that means. but I don't and probably the differences between what it means to be and versus what is not to be. But however, the changes that we're seeing, we're already implementing.

Angela Venne: So, as policies are coming out that are related to long-term care services and supports, specific around support coordination, all of those new policies that you guys are seeing were reworked for that. So, you're going to kind of see them, you're going to see it in bites. So, every time we announce that there's a new policy up for public comment, it usually gives you the breakdown of why we updated that policy or why we implemented that policy. And a lot of that language is going to be around the NCQA accreditation. So that's kind of how you'll see the differences.

Keith Jansen: And it will not apply to IOC. Correct. ...

Angela Venne: I don't know that we've updated any policies around IOC specific.



Keith Jansen: we're independent and...

Angela Venne: Specific to Yeah.

Keith Jansen: We're not DDD. We're ADOA.

Angela Venne: No,...

Angela Venne: I was just thinking about how the division looks at the practices. So I don't anticipate it impacting the IOC.

00:30:00

Keith Jansen: Okay. Yeah.

Angela Venne: Probably you guys are seeing the impact in that you're pro, if you guys are tasked with reviewing policies, you're probably seeing a lot more come your way. So that's your impact, I don't know if you've been feeling the pressure of all the policies that are coming out. That's going to be where you're going to see that impact.

Keith Jansen: Also we're seeing the IRs are getting the turnaround is much quicker. And we're appreciating that because that way, let's say somebody quits, they don't get 3 weeks behind and then all of a sudden here, here's all the reports. We're getting them a day to three or four days, and that's it. We're not getting huge amounts.

Angela Venne: Yeah. that doesn't necessarily have anything to do with NCQA.

Keith Jansen: And that helps.

Angela Venne: That's just the redacting team being fully staffed and kicking butt, right, Christina?

Keith Jansen: Okay. I thought it was one of their new policies or something.

Christina Hedges: No, Michelle,...

Keith Jansen: Okay.

Christina Hedges: Morgan, and Joan worked really hard to update the IOC policy and whatnot to ensure that we're in alignment with AHCCCS and other federal requirements when it comes to those turnaround times. So all of that has already been implemented and that also kind of impacted when you saw the change in what kind of HIPPA information was redacted, how it went from, Michelle, correct me if I'm wrong. At one point in time you had first names in there and now you have no names.

Michelle Rademacher: That is all correct.

Christina Hedges: So, those are all things that were done to align with AHCCCS and they did not have to do with NCQA.



Angela Venne: Sure.

Keith Jansen: Cuz you see changes and you're going, "Is this for that or is this just for the state or whatever?" It's hard to tell sometimes. Anyway, I was just wondering how that was going because before they were always like, here's what we're doing and here's how close we are. I'm glad to see I mean it's been worked on for so long. I will be glad to see that when it actually occurs. Okay.

Updates from Arizona Department of Administration

Keith Jansen: The updates from the Arizona Department of Administration, Larry. Thank you.

Lawrence Allen: Hey, good afternoon. The only update I had for the group was just the trifold brochures and the business cards that went out. I don't have any other updates for the committee. Is there any questions that I might try to answer for you?

Keith Jansen: No. The one I had for you, it's too late.

Lawrence Allen: If you think of it, let me know. I'm available.

Keith Jansen: No. I needed an answer.

Lawrence Allen: You know to reach me.

Keith Jansen: Question answered. You said you'd call me back the next day and you never called me back and...

Lawrence Allen: Okay.

Keith Jansen: it had to be within 24 hours. It couldn't wait.

Lawrence Allen: Okay.

Keith Jansen: So such is life. Everything is going okay.

Lawrence Allen: Next time let me know you have a hard deadline like that. I was unaware of that.

Keith Jansen: So things are going good with you and your department, right? And you're dead on arrival. Sorry.

Lawrence Allen: Yes, as far as I know.

Keith Jansen: When they changed it, that's how I remembered it. Any way you can memorize it, we didn't even know the new letters cuz it went fast.

Lawrence Allen: It helps.

Updates from Integrated Health Plans

Keith Jansen: Any updates from the integrated health plans?

Wendy Herring - Mercy Care OIFA: I don't have anything but happy to answer any questions for Mercy Care.

Keith Jansen: Yeah, I don't, anybody else have any questions for Mercy Care?

00:35:00

Keith Jansen: Okay. ...

Ian Wilson UHC: And then I'm here as well, Keith. Ian from UHC. I just need to update everyone and let them know that I will be departing United Healthcare effective later this month. and so Lori will probably be attending the IOC's again, but more to follow on that.

Keith Jansen: And we had Fredreaka also.

Fredreaka Graham: Hey, hey, Keith. It's Fredreaka with AHCCCS. I don't have any updates, but let me know if there are any questions you all have.

Keith Jansen: Nothing I can discuss here.

Fredreaka Graham: Let me know if anything changes. You can always send an email.

Keith Jansen: No, I can't. That would be a violation cuz it's unsecured.

Fredreaka Graham: Is, if it's member information that's correct. So, I don't know any other. I'm not sure what it is that, but if it's regarding a specific member, then no, I would suggest not doing it that way. but if you Okay.

Keith Jansen: No, it's policy toward a group, but it'd be too long. That's all right. yes,...

Fredreaka Graham: If one of the liaison can assist and then get it to me, then that's also another way to do that if it's something that needs to come my way. So, just let me know or let them know. Thanks.

Keith Jansen: ma'am. Okay. anything else from the integrated health plans?

Keith Jansen: Going twice. Okay. Ian, you have a good time wherever you're going.

Ian Wilson UHC: Thanks very much. It's been a pleasure, everybody.

Updates from DDD IOC Liaison

Keith Jansen: Updates from the DDD IOC liaison.



Michelle Rademacher: Hi. Yes, we do have an update with your metrics. The incident report data for March. You received in your share drive a total of 817 incident reports. This included 26 open reports and 791 closed reports. There were also a total of 89 questions submitted to DDD district south quality pertaining to review of incident reports from IOC.

Keith Jansen: All right.

Michelle Rademacher: Also, I did want to let the committee know as a reminder, this month on April 23rd is the DDD IOC statewide chairs meeting. While it is a meeting for the chairs to get together and talk about concerns and topics of interest, it's also a meeting that all committee members are invited to attend if they want to. If you need any assistance in attending this meeting for the links and the call-in numbers, just let me know. I'd be happy to share that with you. And that meeting is April 23rd at 5:30 p.m. So, it's just around the corner. And then the last thing I had is as liaison, we want to make sure our contact information for you is accurate and to your preference. We've been sending emails out on a regular basis. We send them out Monday through Friday almost daily and then we have a monthly reminder email as well with some metrics and information on the incident report metadata. If you're not receiving those email reports, I'm going to put our email address in the chat. Please let us know because we want to make sure you're getting all the communications. And I'm going to add my phone number as well.

Michelle Rademacher: And then my other question is it okay for us to share your phone number and your email amongst the committee? Once we have everything updated, we can go ahead and send out a contact list so the committee has a full contact list. And that's pretty much everything I had for today.

Chat Message: Michelle Rademacher: dddiocs@azdes.gov is the liaisons' shared email address

Chat Message: Michelle Rademacher: Michelle's phone number -- 480-431-4155

Michelle Rademacher: I did want to let you know as you were having the discussion earlier about the trifold pamphlets that Larry talked about and that our volunteer coordinators talked about, we do have an electronic version of that available for you in the shared drive under the resource folder. And if there's anything else you need or you'd like to see in that resource folder, just let us know and we'll try to track it down and get it there for you. Yes.

00:40:00

Keith Jansen: When you say the committee, you're talking about the IOC members. Everybody already agreed to that one, cuz whenever anybody on-boards, that's one of the questions I ask them. And so far everybody's agreed to it. We got a new list or the newest list but does anybody here in the IOC have any problem with their phone number, email being shared with any of the other IOC committee members?

Gutierrez: This is Mario.

Angela Besemer: This is Angela.

Keith Jansen: Rachel



Rachel Kundrat: No problem.

Keith Jansen: Octavia, I think Octavia is still here cuz she said she might Okay.

Michelle Rademacher: No, she's not here today.

Keith Jansen: So, I know she doesn't because she's been on there for a long time. She's one of our oldtime members and she's never had a problem with it. And Leslie.

Leslie Leon: No problem here.

Michelle Rademacher: Thank you.

Keith Jansen: I remember when just for instance, Leslie, you're one of our newer members that's here and I always ask you, when you're on board, do you mind if, and then we always have you make up a new list, send it out to everybody. So that way if somebody can't get in touch with me, they can get in touch with Dimetri or one of the other members and say yeah what is this? Believe it or not the most common question I get from many of you is yeah I was reading this IR what is this an acronym?

Keith Jansen: That's why during this monthly meeting, I ask the state personnel to try not to use too many acronyms cuz we get new members and stuff and they have no idea what you're talking about. Takes a little longer, but go ahead, Michelle.

Michelle Rademacher: In that resource folder is the acronym sheet. It's an official DDD document and it is there. I do understand that acronyms are a special language and it is hard to keep up, especially when you're looking at IRs. So, if you don't see something on that list, let me know and we can also help with that as well. We don't mind at all.

Keith Jansen: Yeah. there's 15 or 20 ones that get used all the time that aren't on that list. but that's the most common question is said and basically the way you figure it out is by looking out what's around it. but it doesn't bother me answering them cuz sometimes it took me scratching my head and...

Michelle Rademacher: Yeah, that's true.

Keith Jansen: calling someone like you or your predecessor and saying hey what's this mean? Does anybody have any other questions? I don't hear any other questions. Morgan, did you have any other updates you wanted us to know?

Morgan O'Hara: I do not have any updates. Michelle handled them all. Thank you.

Keith Jansen: I had a question. See how Michelle works Monday through Thursday. Are you sending out the Friday plans?

Morgan O'Hara: I am. Yes.

Michelle Rademacher: Mystery solved.

Keith Jansen: Okay, that's where it's coming from cuz it's kind of wondering, she doesn't work today but yet we're still getting. Okay. Thank you very much. I was pretty sure where it was coming from, but not 100%. Okay. Are there any other questions from anybody here today or anybody else? Okay.

Keith Jansen: If you want something on next month's agenda and you're going to be here, just make sure to let myself or Michelle or Mario know and we'll make sure it gets put on the agenda. If you have any questions for anybody, as far in advance as you can if we're going to have to have some specialist come in,...

00:45:00

Michelle Rademacher: Mhm.

Keith Jansen: the more advanced warning we can give them, the better chance we have to get one. But it's not just what I want on here. It's what any IOC member in the district wants. They should be able to talk about it in the meeting.

ADJOURNMENT

Keith Jansen: With nothing else to go in this meeting, do I have a motion to close this meeting?

Gutierrez: I motion to close the meeting.

Rachel Kundrat: I

Angela Besemer: I second that.

Keith Jansen: Got a motion and a second. All in favor say I.

Dimetri Gudino: I

Keith Jansen: I. Okay.

Angela Besemer: All right.

Keith Jansen: Any oppose? I thought it was unanimous. As of 1:46 on the 14th of April, this meeting is closed. The next meeting will be the 12th of May at 13 at sorry 1:00 p.m.

Michelle Rademacher: Hope to see you on the 29th.

Keith Jansen: I keep wanting to say 1300 construction going on out here. Working on a runway. Thank you very much for all being here and answering any questions we had and I'll see you next month.

Meeting ended after 00:47:24 🙌

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