



**Division of Developmental Disabilities (DDD)  
District East Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Wednesday, May 14, 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 May 14, 2025, at 5:06 pm. The address of the meeting was Virtual, no physical address.

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**Welcome and Introductions**

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

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Selina Kataria**
- **Tonia Schultz (non-voting member)**
- **Elizabeth (Beth) Bird**
- **Danelle LaMaide**

Absent:

- **Aimee Griffith-Johnson**
- **Sarah McGovern, (Vice-chair)**
- **Kin Counts**

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:

**Barbara Pincone** (DDD Cares Administration - Office Of Individual & Family Affairs Administrator)

**Trudy O'Connor** (District East Quality Improvement Manager)

**Joan McQuade** (DDD CARES 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 - 2025/05/14 16:46 MST - Transcript**

### **Attendees**

Barbara Picone, Danelle LaMaide, Fredreka Graham, Joan McQuade, Katrien Filez, Lawrence Allen, Michelle Rademacher, moo blarg, Morgan O'Hara, Selina Kataria, Suzanne Hessman, Tonia Schultz, Trudy O'connor, Wendy Herring - Mercy Care OIFA

### **Welcome and Introductions** **Conflict of Interest**

### **Transcript**

**Suzanne Hessman:** All right. we will officially start our meeting for District East IOC. It is May 14th at 5:06 p.m. And let me pull up my my screen isn't moving. Hold on. Morgan, would you read the conflict of interest disclosure for us, please?

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

**Suzanne Hessman:** Okay, we will go to welcome and introductions. I am Susie Hesman. I am the chairperson. Selena

**Selina Kataria:** Hello everyone.

**Suzanne Hessman:** Beth and...

**moo blarg:** Elizabeth Bird, committee member.



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**Suzanne Hessman:** Danielle,...

**Danelle LaMaide:** Danelle LaMaide, committee member.

**Suzanne Hessman:** I am sorry.

**Danelle LaMaide:** That's okay.

**Suzanne Hessman:** Morgan, would you go through the rest of our attendees for me, please?

**Morgan O'Hara:** Wendy, start us off.

**Wendy Herring - Mercy Care OIFA:** Good evening everyone. Wendy Herring with Mercy Care Office of Individual and Family Affairs.

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

**Lawrence Allen:** Good evening. Larry Allen with the Arizona Department of Administration.

**Morgan O'Hara:** Fredreaka. Thank you,...

**Fredreaka Graham:** Hello, this is Fredreaka Graham with AHCCCS.

**Morgan O'Hara:** Barb. Thank you,...

**Barbara Picone:** Hi everyone. I'm Barb Picone and I'm with DDD and I'm here today for Christina. And I'm not sure if she does, I'm here for her, too.

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

**Katrien Filez:** Hello everyone. Good evening. I'm Katrine Phillip, PRC administrator.

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

**Trudy O'connor:** Hi all. I'm with DDD Trudy O' Connor. I'm the QA manager for District East.

**Morgan O'Hara:** Thank you, Joan. Thank you,...

**Joan McQuade:** Hi everybody. I'm Joan McQuade. I'm with the CARES Administration and I'm here supporting Michelle and Morgan.

**Morgan O'Hara:** Michelle. Yes.



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**Michelle Rademacher:** Hi, I'm Michelle Rademacher, DDD, Independent Oversight Committee liaison. We're under the OIFA umbrella that is housed in the CARES Administration with DDD.

**Suzanne Hessman:** That's way too many acronyms there.

**Michelle Rademacher:** Yeah.

**Morgan O'Hara:** And I am Morgan O'Hara, the counterpart liaison to Michelle under all those umbrellas. And is there anybody that we missed this evening? All right.

**Suzanne Hessman:** Great. Thank you.

### **DDD Staff Updates**

**Suzanne Hessman:** All we will go to DDD staff updates. Morgan, if you want to be in charge of that as well.

**Morgan O'Hara:** I wasn't sure if Barb came with an update from Christina or...

**Barbara Picone:** I don't have any updates to share. They did not pass any information on, but if there's anything anyone would like to ask or have me pass back to them, I'm happy to do so. Yes, you are welcome.

**Suzanne Hessman:** Thank you for being here.

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

**Katrien Filez:** I sure do have a great update. As you all probably know, we have a vacancy in the PRC district team. We have a vacancy in the chair position. But last week we were able to complete the interviews. We were able to choose one candidate for the position and I believe this week it is in the hands of HR and I think the position will be offered to that person. So, I'm hoping that by next week we have great news that the person accepted the position and that we can start hopefully in just a few weeks and then we will have a complete team again. Thank you.

**Suzanne Hessman:** That is very good news.

00:05:00

**Morgan O'Hara:** Yes, thank you. Trudy, do you have any updates?



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**Trudy O'connor:** I don't have a lot of updates. currently in my area we have one vacancy. We've got a nurse investigator position that's open. I believe a selection has been made and there's a little bit of a delay with onboarding but that is pending. So we'll be excited to welcome them aboard. and we are very busy with testing the AHCCCS portal going through user acceptance testing and working our way through those. We're getting very close. so I'm definitely encouraged by that.

**Suzanne Hessman:** Do they have any idea when that's supposed to roll out?

**Trudy O'connor:** I don't have an exact date, but I do know that's very very clearly going to be soon. So, I just don't want to tell you a date and then not have it So, I don't have the official

**Suzanne Hessman:** Okay.

**Morgan O'Hara:** Thank you. Joan, do you have any updates?

**Joan McQuade:** I have a couple of updates. one of our redactors has left her position and moved out of state. So, I've already submitted all the paperwork. So, we're just waiting to tell us to move forward and we can post the position. But even with that shortage, we're still meeting our three-day turnaround for getting our incidents out to each of the districts timely and we've actually been able to get some BTPS redacted as well for the PRC. So, the team is working amazingly well, which I wouldn't expect anything less. They're a great team. And then I have one more announcement. Effective June 20th, I will be retiring.

**Suzanne Hessman:** Wow. Congratulations. that's awesome. Yeah.

**Joan McQuade:** So, I to I turned 65 in June, so I waited till I turned 65 to retire. my last day on the books is the 20th, but I decided to take the 19th and the 20th off. I'm going to visit a friend up in Alaska so we can spend the summer solstice. so yeah, we'll have 24 hours of sunshine and I'm going to get to see whales and icebergs and seabirds. my. do some other traveling. Figure I grab all the gusto I can while I can. So that's the goal.

**Suzanne Hessman:** Congratulations.

**Joan McQuade:** Thank you. It's been great working with all of the IOC committees. I don't do a lot. Michelle and Morgan have things down so well that I don't normally need to hop in, but I'm usually there to assist when needed. And whenever something is asked for, I've had people reach out to me directly. And I will miss the fact that it's not a job. I've had a position where I've been able to help people in keeping the vulnerable safe. in all my years of working, the last 11, working for DDD has probably been the most fulfilling work I've done. Knowing that, sometimes it can feel like shoveling against a tie, but knowing that my intention is to provide the best oversight, whatever it happened to be in whatever role I was in for these people in Arizona that are vulnerable and need other people to help them out.



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*Chat Message: Trudy O'connor: Congratulations Joan! Let the leisure life begin!*

**Suzanne Hessman:** It's an important job and much appreciated.

**Joan McQuade:** Thank I'm glad I was able to end with a position that just was so near and dear to my heart. 30 some odd years ago, I went to college to be a special ed teacher and I got way laid and sidetracked and took me over 20 years to get back on the right road and that's when I ended up here.

**Suzanne Hessman:** Thank you and congratulations. Thank you,...

**Joan McQuade:** Thank you.

**Morgan O'Hara:** And that is all of our DDD staff here this evening.

00:10:00

### **Updates from the Arizona Department of Administration**

**Suzanne Hessman:** Larry, do you have any updates for us?

**Lawrence Allen:** Good evening. no updates from ADOA. just a question for you, Susie, regarding the trifold brochures and the business cards that were sent to you. Did you receive the right ones?

**Suzanne Hessman:** I did not,...

**Lawrence Allen:** Which ones did you receive?

**Suzanne Hessman:** but I don't remember. You're going to hate me. I threw them away because I'm like, "they sent me the wrong ones." okay.

**Lawrence Allen:** No. That's okay. Can No, no, no. that's perfectly okay. that's not a problem. I'm going to have a new set issued to so, no problem Sorry about the confusion on that. My mail room department assumed they were all generic cards instead of IOC specific cards. So, I apologize about that. So, that I'll have those reissued for you to you next week.

**Suzanne Hessman:** Okay, thank you.

**Lawrence Allen:** That is the only thing that really I had for the committee. Are there any questions, concerns, comments that I could take back to ADOA?



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**Suzanne Hessman:** This is going to sound dumb. I didn't really understand De's email with her questions about is it okay for the committee to not follow the law? Am I missing something?

**Lawrence Allen:** No, this went back I think this happened in February or March I believe. regarding this is when Zayn was wanting to have DVD align with the access rules in regards to the parents for paid givers policy that's going to be rolled out. and they wanted to not abide by the statute and align with the excess which eliminates the 30-day policy that the committees received new policies before it goes out to public comment. And that 30-day policy was going to go away just on that specific issue. and that's when D voiced her opinion saying that she didn't agree with it and Dane said if there was one person that disagreed with it then we certainly weren't going to for go forward with that. And that's kind of where it fell. But she wanted to go into a little bit more detail in regards to...

**Suzanne Hessman:** Okay.

**Lawrence Allen:** if this happened again which highly unlikely it will ever be approached again. But if it does, we want to set some sort of guidelines or procedures on what to do should that happen. So no.

**Suzanne Hessman:** Okay, that makes more sense. I wasn't understanding and I'm just like, okay, she's just asking, should we break the law? And I was like, what's going on?

**Lawrence Allen:** So, I think it was more just an FYI for you guys just to kind of loop you in on what the answers were.

**Suzanne Hessman:** Okay, got it.

**Lawrence Allen:** The committee made an official motion and we had to answer it officially through ADOA and the attorney general's office. So, we wanted to just kind of loop all the chairs in on that.

**Suzanne Hessman:** That makes more sense with the context. So now I understand that she wasn't just trying to be a criminal.

**Lawrence Allen:** Yes. no. No, not at all.

**Suzanne Hessman:** Okay, thank you.

**Lawrence Allen:** You're welcome.

**Updates from Integrated Health Plan Liaisons**

**Suzanne Hessman:** And it looks like Tonia just joined us. Thank you, Tonia. let's see. Wendy, do you have any updates for us?



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**Wendy Herring - Mercy Care OIFA:** I don't have any specific updates, but happy to take any questions.  
Back to Mercy Care.

**Suzanne Hessman:** Does anybody have any questions for Wendy?

**Wendy Herring - Mercy Care OIFA:** Thank you

**Suzanne Hessman:** Thank you. Fredreaka, do you have any updates for us?

**Fredreaka Graham:** No updates. However, I am also happy to answer any questions or take any back.

**Suzanne Hessman:** Anybody have any questions for Fredreaka?

**Suzanne Hessman:** All right.

**Updates from DDD IOC Liaison**

**Suzanne Hessman:** Morgan, back to you and Michelle.

**Morgan O'Hara:** Yeah, we have a quick little update to continue on with the data sharing.

00:15:00

**Morgan O'Hara:** The committee members received 76 closed and 94 open incident reports into the shared drive for April. KTPC had 12 total with one open and 11 closed. The committee submitted 31 questions to the quality assurance manager. Then the next DDD IOC statewide chairs meeting has been scheduled for July 23rd at 10:00 a.m. and any member who would like to attend is welcome. If you're not a vice chair, just let us know so we can get you the link. The next DDD public town hall meeting for members, families, and providers will be held on Thursday, June 5th from 6:00 to 8:00 p.m. where DDD will present updates and announcements to the public. There's also a developmental disabilities advisory council has a public forum scheduled for Thursday, May 15th, so tomorrow from 6 to 7:30. That is all of my updates for this evening.

**Suzanne Hessman:** Thank you.

**Discussion on Possible Action on Committee Membership**

**Discussion on Incident Report and Behavior Plans**

**Suzanne Hessman:** Next on possible action on committee membership. So we had two volunteers but it seems that neither of them have joined our meeting unless I missed any late comers. I don't think I have.





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then discussion on incident reports and behavior plans. So Sarah's not here to update us on anything on sending out incident reports. does anybody have any questions, comments, concerns on incident reports or behavior plans?

**Suzanne Hessman:** Trudy.

**Trudy O'connor:** Just wanted to give you an update. the team has been working very furiously trying to make sure that we can take care of all of our older questions that have sort of lagged. So, honestly I am the roadblock at the moment. I've just had a lot of other things going on, but I was working on getting everything transferred over to your sheet. So, I expect that you guys will be getting a lot of progress soon. Just didn't want you to think we are not paying attention to those.

**Suzanne Hessman:** Okay, thank you.

### **Call to the Public**

**Suzanne Hessman:** Then I don't believe that there's anybody here from the public, Nobody. And then we don't have any reason to go into executive session. So we are going to have the shortest meeting on record history here. before I adjourn our meeting, is there any or anybody that we need to address?

### **Adjournment**

**Suzanne Hessman:** Okay, we will officially adjourn our meeting. it is 5:25 p.m. Our next meeting is June the 11th at the same time.

**Suzanne Hessman:** Thank you everybody.

**Trudy O'connor:** Good to see you.

**Trudy O'connor:** Thank you.

**Lawrence Allen:** Thanks everybody.

**Selina Kataria:** Thank

**Barbara Picone:** Good to see you all. Sure.

**Suzanne Hessman:** Thanks for joining us, Barb.



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Meeting ended after 00:19:06 🖐️

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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 **April IRs**, the Committee members have been loaded in the shared drive **706** incident reports. ATPC had **12** totals.

Number of Questions for Quality Assurance Manager: **31**

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 5:25 pm. The next District East IOC meeting will be held on Wednesday, June 11, 2025, at 5:00 pm. The meeting will be a virtual meeting.