

# Division of Developmental Disabilities District South Independent Oversight Committee Monday, May 12, 2025 – 1:00 PM to 3:00 PM

Meeting called to order by Committee Chair, **Keith Jansen** The date is May 12, 2025, at 1:05 pm. Meeting was held virtually via Google Meets

IOC Members:

- Keith Jansen
- Octavia Lamb
- Mario Gutierrez
- Rachel Kundrat
- Dimetri Gudino
- Leslie Leon

Absent Members:

- Angela Besemer
- Lorraine McDaniel (leave of absence)

Public in Attendance: None

Health Plan Liaisons:

- (United Healthcare)
- Wendy Herring (Mercy Care)

ADOA: Larry Allen (ADOA State IOC Liaison)

AHCCCS: Fredreaka Graham (Manager and IOC Liaison)

DDD:

- Angela 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)

Public: Stephanie Johnson - VOC Rehab; My Le Sandaine – Sonoran Center for Excellence

Potential Member Candidates: Judith Pedersen \*\*00 by phone



# Updated: DDD District South IOC-Conference Call - 2025/05/12 12:40 MST - Transcript

## Attendees

+1 951-\*\*\*-00, Andrew Miller, Angela Venne, Christina Hedges, Dimetri Gudino, Fredreaka Graham, Gutierrez, Joan McQuade, Joseph Jensen III, Joseph Tracewell, Keith Jansen, Lawrence Allen, Leslie Leon, Michelle Rademacher, Morgan O'Hara, My Lê Sandaine, Octavia Lamb, Rachel Kundrat, Stephanie Johnson, Wendy Herring - Mercy Care OIFA

## Transcript

Michelle Rademacher: Sorry that you had difficulties this morning. That's never fun.

**Michelle Rademacher:** *I do want to let all attendees know that this meeting is being recorded.* The audio is posted to the ADOA website. A Google transcription is also being recorded and that will be used for written meeting minutes on the website. You're good to go, Keith.

# CALL TO ORDER

**Keith Jansen:** My name is Keith Jansen. I'm District South Independent Oversight Committee Chair. I'm calling the meeting of District South IOC to order at 1:05 p.m. on May 12th. Okay.

# DISCLOSURES OF CONFLICTS OF INTEREST

**Keith Jansen:** Does anybody have any conflict of interest with anything on the agenda today? Going once, going twice. Gone.

# WELCOME AND INTRODUCTIONS

**Keith Jansen:** I want to do welcomes and introductions. I've already introduced myself. We're going to go through the other IOC members that are present. Rachel.

Rachel Kundrat: Hi, I'm Rachel Kundrat. District South IOC member, parent provider, blah blah. Thanks.

Keith Jansen: Yeah. Okay. Dimetri.

Dimetri Gudino: Hello, Dimetri Gudino, a PRC member or I'm sorry, IOC member.

Keith Jansen: It's all right. Mario.



Gutierrez: Good afternoon. Mario Gutierrez IOC District South Vice Chair

Keith Jansen: Okay. Leslie. and...

Leslie Leon: Hello, Leslie Leon, District South IOC member.

Octavia Lamb: District South IOC member

Keith Jansen: Octavia. You're kind of breaking up.

Keith Jansen: Yeah, you're kind of breaking up, Octavia. Okay, now you're steady.

Octavia Lamb: I don't know what's going on, but okay.

Keith Jansen: Okay, would you reintroduce yourself,...

Octavia Lamb: O yeah,...

Keith Jansen: please? Okay.

Octavia Lamb: Octavia Lamb, District South committee member

Keith Jansen: Who do we have ending in 00?

+1 951-\*\*\*-\*\*00: Hi, this is Judith Pedersen BCBA.

Keith Jansen: Andrew. Okay.

Andrew Miller: Andrew Miller, DDD QA South Incident Management Specialist.

Keith Jansen: Angela.

Angela Venne: Good afternoon everyone. I'm Angie Venne Division's CARES Bureau Chief

Keith Jansen: Okay, Christina.

**Christina Hedges:** I guess it's afternoon. I'm Christina, the Office of Individual and Family Affairs Administrator within the CARES Administration.

Keith Jansen: Okay, Fredreaka.

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

Keith Jansen: Okay. Joan.

Joan McQuade: Good afternoon everyone. I'm Joan McQuade with the CARES Administration here supporting Michelle and Morgan.

Keith Jansen: Okay. JJ.



Joseph Jensen III: JJ Jensen, District South Quality Assurance Supervisor

Keith Jansen: Joseph. Okay.

Joseph Tracewell: Joe Tracewell, District South QA manager.

Keith Jansen: My Landrin Dane. I'm sorry.

**My Lê Sandaine:** Good afternoon. My Le Sandaine from the University of Arizona Sonoran Center for Excellence in Disabilities. And I'm just a guest here today supporting Rachel.

Keith Jansen: That's fine, ma'am. I'm sorry I butchered your name.

My Lê Sandaine: It's okay.

Keith Jansen: Stephanie.

**Stephanie Johnson:** Good afternoon. Stephanie Johnson, strategic initiatives manager with the Rehabilitation Services Administration in Voke Rehab. I am here partnering with Lori, also supporting Rachel just as a guest.

Keith Jansen: And Wendy Okay.

Wendy Herring - Mercy Care OIFA: WhatHerring mercy care's office of individual and family affairs

00:05:00

## Discussion, Review, and Possible Action on Committee Membership

**Keith Jansen:** Now that we've got that done, I'm going to rearrange the agenda slightly. What I would like is for Judith Pedersen, would you please, introduce yourself and tell us a little bit about you?

+1 951-\*\*\*-\*\*00: Yes, of course.

**+1 951-\*\*\*-00:** So, I did write it all down. I will dear independent oversight committee South District. Thank you for the opportunity to speak with you today about my qualifications and my deep commitment to serving as a member of this committee. I'd also like to express sincere thanks to Michelle Rademacher for her excellent communication and support. My journey began in 2011 during my first year at community college. Unsure whether to pursue a path in law or community service, I enrolled in both.

+1 951-\*\*\*-\*\*00: It was during my psychology 101 course that I first learned about the Sunland Miami scandal, a 1972 abuse investigation that interverted horrifying mistreatment of individuals with developmental disabilities. Residents at the Sunland Training Center were subjected to inhumane treatment, including excessive restraint, poor hygiene, untrained staff, and medical neglect. That changed the course of my life. I knew that I wanted to be a part of the community that protects the most vulnerable.



+1 951-\*\*\*-\*\*00: A few years later, I came across a tragic story of a girl from Arcadia, California, who was kept in near total isolation during her early development. She needs case holidays when a child was deprived of communication and further fueled my drive to advocate for ethical evidence-based support for individuals with developmental disabilities in their families.

**+1 951-\*\*\*-\*\*00:** Then came the cases that hit me the hardest. The Turpin family in Paris, California. In 2018, 13 children were found living in deplorable conditions, malnourished, shackled, and starved. I remember crying as I drove to my university campus, overwhelmed by the story. In that moment, I prayed to become someone who could make a real difference in preventing such cruelty from happening again. That opportunity came in 2017 when I started working as a behavior technician. I knew I found my calling. In May 2020, I graduated with my masters in applied behavior analysis and one month later, I became a board certified behavior analyst. Over the past five years, I've designed treatment plans with smart goals, trained families, supervised teams, and provided care that upholds the dignity and independence of every client I served. Yet, even as a BCBA, I realized that ethical care goes beyond behavior plan.

+1 951-\*\*\*-00: When a client urgently needed disciplinary support that I struggled to find collaboration, I knew I had to expand my impact. That's when I enrolled in the doctor of behavioral health program at UN Arizona State University. Now nearing graduation remaining, I have learned how to integrate behavioral health across systems of care and collaborate with professionals across disciplines. Today, I'm a new mother, a behavioral health leader, and a community member whose passion for protecting others extends far beyond the clients I support professionally. When I attended the All-In for Autism Walk on April 19th, a volunteer from DDD encouraged me to consider joining the independent oversight committee, and I immediately felt called to do so. With your vote to appoint me as a member, I promise to bring compassion, integrity, and clinical expertise to every discussion. I will advocate for

+1 951-\*\*\*-\*\*00: and of their deep serve and work tirelessly to support and guide the class with their care. Thank you again for your consideration.

Keith Jansen: Okay. ...do any of the IOC members have any questions for Judith?

Rachel Kundrat: Thank you, Judith. That was great.

**Keith Jansen:** Hearing no questions, I need a motion to vote to allow Judith to join our district south. Go ahead, Rachel. What you got to say?

Rachel Kundrat: Thanks, Judith. I really enjoyed your introduction. It was much deeper and it touched my heart and in a very personal way. I'm curious about

Keith Jansen: Ra Rachel,...

Keith Jansen: we already moved beyond that point. I didn't see it and...

Rachel Kundrat: yes.I tried to raise my hand to ask a question.

Keith Jansen: I had already asked for a motion to. Do you want to move to let her join.



#### Rachel Kundrat: Okay, fine.

00:10:00

# Motion and Vote

Gutierrez: I motion to raise a vote.

Keith Jansen: You want to let. You motion to let her join the district IOC?

Gutierrez: We have the motion to do a vote and then vote?

Keith Jansen: Yeah, we have to do a motion. Get a second. So you Okay.

Gutierrez: Yes. Yes, I do. Motion

Keith Jansen: Do I have a second?

Dimetri Gudino: I will second.

**Keith Jansen:** Okay, we have a motion and a second. We need to vote. Who votes to allow Judith to join our district south independent oversight committee?

Gutierrez: This is Mario. I

Dimetri Gudino: I

Leslie Leon: I

Keith Jansen: Octavia, if she's still here.

Octavia Lamb: I

Keith Jansen: Rachel, how do you vote?

**Rachel Kundrat:** I'm going to abstain because I was unable to answer my question, but I do support Judith, but I'm just going to abstain.

**Keith Jansen:** So we have a majority vote and Judith, welcome to District South Independent Oversight Committee. As of now, you are a voting member. So, for the rest of the meeting, the reason I like to do this first is for the rest of the meeting, any questions you want to ask and you feel need to be answered, you can do that because you are a member of District South Independent Oversight. Welcome. Now Rachel, did you want to ask her a question?

Rachel Kundrat: I thought we moved beyond that.

Keith Jansen: Now we can go back to it cuz she's been voted in.



Rachel Kundrat: Maybe I can talk to her later and maybe I can learn more about the voting rules. Thank you.

**Keith Jansen:** Judith, going to ask you a question I ask every new member. Do you have any objection to your name, email, and phone number being put on a list with the other IOC's? This list gets sent out to each IOC member so we can all stay in contact with each other.

+1 951-\*\*\*-\*\*00: I have no objections and I welcome it.

# **District South IOC Member Key Communications & Updates**

**Keith Jansen:** Just wanted to make sure. Okay, we have time for our IOC talking and what's going on. I will let you know I received an email from Angela. She thought she was going to be able to make the meeting and life happens. So she's not able to be here. she is all right but she just couldn't make the meeting.

**Keith Jansen:** I'll be here so far as I know for the foreseeable, meetings coming up. Is anybody else going to be gone for next month's meeting or this month during the month where they might need their IRs covered? Okay, it sounds like everybody's going to be here. Okay, Rachel, this is part of the time where you could just speak to her.

**Rachel Kundrat:** Thank you again. I appreciate the offer. I feel like I have no concerns with her joining the committee or else I would have voted no. And I will reserve my questions for later. Thank you.

Keith Jansen: Okay. ...

# Customized Employment Pilot - AZ Employment First

**Keith Jansen:** Next thing we do is Rachel asked us to have a specific topic on the agenda. And Rachel, would you like to introduce that topic and the people that you have supporting you with that topic?

**Rachel Kundrat:** I would love to and I'm really grateful to have the support. So I somehow came across a university, there's quite a few different programs involved. I think it falls under DES as well if I'm correct and works with the department of developmental disabilities. And now I'm nervous because I didn't know that the people who are running this amazing place are actually here. So it's through Sonoran Center for Excellence and Disabilities. and that's University of Arizona College of Medicine in Tucson here.

## 00:15:00

**Rachel Kundrat:** And what really caught my eye is that this program is showing great results and the way that they're running this system as the atomic habit guy would talk about is really great outcomes. And part of the reason that I am seeing that, let me get back to my page here. I'm shuffling. is because I'm putting it in the wrong, it's pages.

**Rachel Kundrat:** the outcomes that they are using, the methodologies that they are using, have the evidence-based practices. But one of the things that really sticks out for me, previously being a provider



and being a parent provider, is that focusing on the strengths. So I do have the website and they're looking to identify strengths and interests of the individuals with disabilities to match them with proper employment and what they need from the employers. And again, I'm trying to keep this brief, is my gosh, I hope if my internet goes out, I have a hot spot. The dogs just knocked the thing up. Excuse me. but the employers need support. Thank you, Michelle. to hire inclusively and they need education. There was interest to hire inclusively but they need education and relationship building is part of the solution that's been found. What they're finding is working with an individualized flexibility gives the opportunity for learning and the workplace. and they're providing that through coaching and really personalizing training. And I love the hands-on training, the experiential training, and I know I'm using pronouns of I. but seeing the way even their website is set up to follow different learning paths and the way people learn I found was really pretty amazing and some of the benefits short term that we're seeing now I believe it's just a little over a year that the pilot has been going. I'm really grateful to see that it's continuing and looking forward to seeing it in the future. But when we reduce turnover, not only does that save companies business, it gives stability to people as well. And so it's good for the whole community. And they're finding ways to work with this through evidence-based practices. Like I said, they have a great little YouTube, but an informative YouTube video that I thought about just playing and I was hoping that the website was going to be up so I wasn't just talking.

**Rachel Kundrat:** I did have some contacts, but since we have some wonderful people here that can, I'm sure, fill in some blanks for me. Anything that I may be, skimming over or, just distracted in my home and missed. but I did want to say, I saw this in another email. so it says employment first topics and tactics that there's going to be a webinar on Monday, May 12th, 10 to 11. And it says it's held every second Monday of each month. so it's right before this, so everybody can remember. and it's shaping the future of disability employment services in Arizona.

## 00:20:00

**Rachel Kundrat:** They talk about the goal of direct employment services, professionals. I've seen some great people working in some of the agencies in Tucson. and then the identifying strategies to strengthen training programs, the value of investing in these programs and using employment first principles. It's a webinar. And then there's another conference that looked cool that I was going to share with people but I won't go into too much more detail cuz I don't want to take time. But as you can see I mean if you just look at their website it's open to various lengths of learning and if you really want to get into the statistics and how they're going to grow going forward and even more Michelle if we can go further

**Rachel Kundrat:** I think it might be on another page, but I mean they really show, kind of what they're doing and their system and how it's working and it really impressed me. And so I shared it with Michelle and here we are. So I'm really grateful for, is it my Miley? Me lay?

#### My Lê Sandaine: Mele. Yeah.

**Rachel Kundrat:** Thank you and Stephanie for being here today as well. It was they're rock stars showing up for the presentation. So, sorry, I got a call.



My Lê Sandaine: Rachel,...

Rachel Kundrat: Thank you. I'm going to mute.

#### **Chat Messages:**

Michelle Rademacher 1:22 PM website: https://mailchi.mp/arizona/customizedemployment-13367045?e=26f206a3b2

Stephanie Johnson 1:23 PM Thank you for sharing that link. It will take you to one of our monthly newsletters. The link below will take you to our overall website on the Customized Employment Pilot. https://sonorancenter.arizona.edu/customized-employment-pilot

**My Lê Sandaine:** We just wanted to come. Rachel, I just really appreciate you sharing all that information and sharing about the pilot. We're really proud of the work we're doing. We just wanted to be here to answer people's questions, but Rachel did a really excellent job of summarizing. This is a pilot. We've been doing it for a year now. It's on customized employment which is an employment, evidence-based practice employment service specific for people with the most significant disabilities. Usually that includes, most of the time that includes people who are members of DDD. For the pilot we've intentionally included that, to be a part of the pilot, you had to be a member of DDD and ALTCS in order to receive the long-term supports.

**My Lê Sandaine:** So this is a collaboration between VR and DDD in order to really find job matches. I want to say matches instead of placements for people with the most significant disabilities because we know, and I'm probably preaching to the choir here, that everyone can work. They just need the right supports. And it's up to us as systems, as employers to find those supports to help them work. And that's what this pilot is doing is piloting a service that will eventually be with vocational rehabilitation in order to ensure that people with anyone can work and have the right supports and we've been trying to, feel free the Michelle thanks for showing the website.

**My Lê Sandaine:** We try to update it as much as possible, especially as we're doing more resources and more videos, but we really, Rachel, thank you for pointing that out, tried to put resources and information up there in different ways that people learn so that they get the information about what we're trying to do here.

Rachel Kundrat: Thank you, My Lê. Very well said.

My Lê Sandaine: You're welcome.

**Stephanie Johnson:** Lori, there's a couple questions,...We have one from Keith and then one from Gutierrez.

Keith Jansen: Mario, you go first.



**Gutierrez:** Allright. Good afternoon. Thank you for the information. So, what you're doing is awesome. It's great. And to further and go a little further, I don't know if you're aware of the Ability One program. It is that you can probably if you're not already partnering up with NPA nonprofit agencies that are part of the Source America and Ability One program. And there are some local there in Tucson. There's Beacon Group. There's the Centers for Rehabilitation, TCH, that I know of. I work for TCH. So I work with the Ability One program. I'm here in Arizona and we do hire people with significant disabilities. That's what we do. So it's great to see you guys doing things like that.

Chat Message: Gutierrez 1:28 PM https://www.abilityone.gov/

## 00:25:00

**Stephanie Johnson:** Thank you. Appreciate that. Just for a little bit of context, Ability One contractors are amazing opportunities for individuals with disabilities and we welcome them. They partner a little bit more so with the DDD side of services than they do on the VR side. In vocational rehabilitation, our ultimate goal and focus is for individuals to obtain competitive integrated employment. So working alongside individuals in a community setting, individuals who do not have disabilities at the same rate of pay as other individuals again who do not have disabilities and the same opportunities for advancement and so forth. So as much as Ability One contractors are fantastic and we appreciate them and we are grateful for the opportunity for those that have disabilities to participate in them. Within VR it is not necessarily an employment that we typically advocate for, only for our clients I should say. Only because it is not a competitive integrated employment setting but there is wonderful merit in them please hear me say that. Keith

**Keith Jansen:** What I was going to say is, Miss Mele. If I'm butchering a name. Is you use the word work and, Stephanie used the word employment. I've been doing this for short time, only eight years. But one of the key things we find out is how you word things, is how they're perceived by the public and even by the people themselves. And if you tell a client, we got work for you to do. That's great. I just really want that.

Keith Jansen: If you tell them you got employment for them, that it kind of strikes them in a different way, that they think I'm going to be employed, I'm going to be used, I'm going to be part of something where instead of, I got to make my bed, I got to mop the floor, those are work. And so, I don't know. I haven't read your paperwork.

Keith Jansen: I did take a quick look at it. I never saw the word work. I saw the word employment.

**My Lê Sandaine:** Thank you for pointing that out. That's a really great point and I think I hear you for sure. So I appreciate you bringing that up. We do mean employed.

Keith Jansen: Okay. I'm Yeah,...

My Lê Sandaine: We see working. We want people with a job, being paid by an employer.

Keith Jansen: I'm not trying to be mean. Please don't take it that way.



#### My Lê Sandaine: No, no, no, no, no. That's really great feedback.

**Keith Jansen:** But what I read about the program, I didn't read everything you had out there. I didn't have time. But what I read, it sounded really good and it goes along with what the state's trying to do. I mean statewide. Really appreciate what you ladies are doing. I appreciate Rachel for bringing this up to our attention and us being able to discuss it here. One thing that I can tell you as a member of the IOC is...

#### My Lê Sandaine: Mhm.

**Keith Jansen:** if we have members that are employed, we tend to see less IRs on them, incident reports. Because of several reasons. One, they're employed. They're part of something. They feel bigger because it's another social network. It's not just the house or just the house and just DTA. So the more you can get that social expansion, the better it is. And number two is they got money.

## 00:30:00

**Keith Jansen:** And I have talked to some of the people that have just got their first employment and they're not making much. They were only making \$30 a week. And you know what the first thing they said about it was? Any idea?

My Lê Sandaine: It gave him purpose.

Keith Jansen: No, I can go to McDonald's twice a week with everybody else.

#### Stephanie Johnson: Yep.

Keith Jansen: And I mean that was just the big thing in their life, is like, okay. You got the extra money, and so not only did it do it in the employment area, but then they got to go to McDonald's with everybody else because they had their own money. And I thought that was really, really neat. and the person was in the PRC meeting and they were just smiling and beaming because they could go out and eat with the rest of the household. So, I thought that was super neat. Really appreciate what you're doing. I'm also a U of A grad. Go ahead, Rachel.

**Rachel Kundrat:** Thank I can't do the cat thing. That's still too new to me and too much like, I don't know whatever. But when you guys are seeking employers, is there bounds to requirements of what those employers are? size? or can they be local, can they be national?

Rachel Kundrat: So, it's kind of open to potentially finding new relationships with employers as well.

My Lê Sandaine: Yes, employer,...

**My Lê Sandaine:** it's really about a mutual benefit. It's really about identifying employers' needs and the person's unique strengths and skills and matching them. So, any employer, mom, pop, national, size, we just want it to be a good match for that person. And that might look different for every single person. So there's no stipulations on employer. It's just really a matter of whether their needs match what the person can do.



**Keith Jansen:** I'm going to ask another question because you said any employer. Do they have to meet any certain state regs first? Just for instance, I was thinking you have agricultural concerns and they're losing people. So, let's just say, and when we have this a lot, a member really likes to be outdoors. Maybe we can get you a job over here and it's picking strawberries, but you get to be outdoors. Would that be acceptable or is that not acceptable? Because, there's really not a lot of room for promotion and stuff.

Stephanie Johnson: Mele, can I address that one? Are you okay? Okay. ...

Keith Jansen: What you Yeah. What are you doing?

**Stephanie Johnson:** So really this is a service that is not available for everyone yet. Hence the purpose behind the pilot. And so it's a very small group of individuals. We have about eight to nine individuals who are participating in the service right now. And it is a lengthy process. The intent behind this service is to make sure that families and clients and individuals are aware that this is not a quick lead to employment. Typically, these are for, this service is for individuals who have often been told you can't work or you can't have employment. So again, those individuals that have the most significant disabilities.

**Stephanie Johnson:** can individuals participate in group supported employment or other based services while they are also participating in customized employment? Yes, absolutely. So we understand the importance of individuals working and obtaining a paycheck just like what you said while at the same time helping them to find a career. And that's really the language that we use. Anybody can have a job but your job is going to change and that's where you're going to find that turnover.

**Stephanie Johnson:** So through this process, our goal is to help them find a career. Now it could be that they start as a job within a company and they work their way up from there, right. That would be the ultimate. We also know that individuals change careers about seven times in their lifetime right now. So it's okay to see those changes take place and we're here to support that. But the intent behind the service is to really take the time to get to know the individual. What are their strengths? What are their needs? What are their transportation current uses? What are their barriers? What are some of their needs and limitations and sensory, defensivenesses in terms of auditory, visual, tactile? Do you like working outside? Do you like working inside? That's very broad. What do you like to do inside? What do you like to do outside? Do you like to organize things? Do you like to clean?

## 00:35:00

**Stephanie Johnson:** Some people like to clean, but just because they like to clean doesn't mean that that is going to be their job, right? Some people do find joy in that. Great. We take the time to really understand the individual as a whole through a threepart discovery process. And once we've identified what that individual's interests, strengths, supports, and need for assistive technology may be, then we also experience opportunities for them to demonstrate those skills in an area that they've said that they have interest in. So to your point, Keith, if someone said they like working outside, okay, but do you like working outside in the heat? Do you like working outside in the cold? Do you like working outside with people? Or do you like working independently? Do you have any tactile defensiveness when it comes to touching things that are outside, dirt versus non-dirt, animals, all of those different pieces? And we do that through



situational assessments and so forth. And when I say assessment, it's not truly an assessment. That's just the name of it. It's an opportunity for someone to demonstrate their likes, their dislikes, how they perform in certain situations. And we gather all of this information and bring it back to a very large multi-purpose group. It's a very large demographic. So you have the person that's either living with the individual or a person who can support that individual. So if it's an individual who lives in a group home type setting, they may have someone in that group home type setting that is their go to person...

**Stephanie Johnson:** That's an individual that's part of the group. If they have a guardian or a parent that's actively involved, that person is a part of the group. We have the VR counselor, the DDD support coordinator, the employment specialist, you name it. It's a whole group that is here to support this individual from every single angle. So we take all of that information and then from there we really look at, okay, here's what you're interested in. Now, we can start to network with some employers to identify, do they have a match? Do they have a need within their workforce that matches this individual's interest in employment? And if the answer is yes, then we start that process.

**Stephanie Johnson:** If the answer is no, we move on and we try and find another employer that has that need. So it really is a match. It's not a placement. It's really making sure that we're meeting the needs of the employer as well as the individual client who is seeking the employment. And the goal is to make sure that that's sustainable. We want this individual to maintain that job for a very long time with supports for as long as they need it. And that's where this service is slightly different from some of the others.

Keith Jansen: Okay. Hopefully you'll grow to a couple of hundred at least.

**Stephanie Johnson:** That is the plan. Slow and Slow and steady. We're very intentional with what we're doing and we want to make sure that what we're doing is right and we're learning at every stage along the way. So, I know you have a bunch of topics on your agenda. But I do highly encourage you to visit our website. It is updated regularly. As **My Lê** said, we have resources that are on there. We add resources. You can track the progress of the pilot. There's videos on there. There's just a plethora of information that can help you to understand a little bit more about our pilot and what we're doing.

#### Chat Messages: Rachel Kundrat 1:32 PM

"Join us on Saturday, May 17 for the 2025 Self-Advocacy Conference. Our conference will be held online from 9:00 AM to 3:00 p.m. Join self-advocates from around the country as we come together to learn, talk, and share information about the issues important to people with disabilities. This year's virtual conference will include: Presentations on issues important to people with disabilities Opportunities to talk with self-advocates from across the country Introductions to self-advocacy group

Rachel Kundrat 1:34 PM https://t.e2ma.net/click/v4dpui/n2qv3k3b/f4qq2y

**Keith Jansen:** Okay, thank you very much ladies for all three of you for making us aware of this, and you got to crawl before you walk and you got to walk before you run. So, I'm glad to see somebody's at least starting the process and we really appreciate it. Do any of the other members have questions of these ladies?



#### Octavia Lamb: I just have one. Are you guys only servicing one part of Arizona or all of Arizona?

**My Lê Sandaine:** We have nine communities right now and they span from southern Tucson. So we have Nogalis, Yuma, Tucson, Pasquayyaki, Navajo Nation, Fort Defiance, Chandler, and we recently had someone up in Holbrook. So the northwest corner is kind of the one but we wanted to keep the pilot smallish but big enough that we could get enough data but we tried to get people all throughout. Yeah.

## 00:40:00

Octavia Lamb: Okay. Thank you.

Keith Jansen: Okay. Yeah.

**Keith Jansen:** Any questions from any of the other persons in attendance today? I just wanted to make sure any of the state employees if they had any. Rachel

**Rachel Kundrat:** We just wanted to say thank you very much for being here. and I also wanted to say just to reiterate with Judith that I do support her being here and I have to learn my way around navigating voting. but I just, I am really grateful for everybody here and the work that everybody does and I look forward to it gives me hope for the future. So, thank you so much

#### Keith Jansen: Okay. Dimetri

**Dimetri Gudino:** My name is Dimetri Gudino and I'm an IOC member, but I also work for an agency, Portable Practical Educational Preparation and we also have GSE services in the Tucson area. We've been pretty successful. We just celebrated one of our employees as she's been employed through our GSE services for 26 years of continued employment. and the other members they're approaching 20 years as well. but I just wanted to extend an opportunity to you guys as you guys are working with these individuals and trying to find the right placement. We do have a warehouse that is volunteer-based and what we do is we collect medical equipment. so if you go to the hospital they give you crutches or wheelchairs and those are temporary things.

**Dimetri Gudino:** Once we're healed and doing better, we kind of throw them to the shed or garage or in a room and they collect dust and then they go to a landfill. What we do is we collect those items and we repurpose them and we give them out to the community at no cost. so that way for those that are uninsured or underinsured, they have medical equipment. We also receive beds from hospitals. We have Hoyer lifts. We have a wide variety of items. And so what we tend to do is with our day programs and those others that want to seek employment and they want to start building some hands-on skills is we allow them the opportunity to volunteer to get in there, work in a warehouse setting, fulfill orders, pull items, check, inspect items. And so I just wanted to extend that to your program. If you do have somebody in that setting and you want to get some hands-on volunteer work, I wanted to extend that to you guys.

My Lê Sandaine: Thank you.



# Update from the DDD IOC Quarterly Statewide Chairs Meeting

**Keith Jansen:** Okay. Next is the update from the state IOC meeting that we just had. Most of the largest part of the meeting I can remember was talking about a program that doesn't really affect the IOC's it affects the paid employees, Michelle do you have anything further

Michelle Rademacher: I'm not really sure. Were you talking about the NCQA?

Keith Jansen: No, the starts with an O. something plan, the Olmstead plan

**Michelle Rademacher:** So, the Olmstead plan is a plan it's not employee based for Arizona state employees. The Olmstead plan is in place for supports and services for individuals who have SMI designation and it's a continuous evolving document that is out there that AHCCCS works with the. I'm struggling on this Keith. I wasn't ready to talk about Olmstead.

Christina Hedges: Michelle, I'm Michelle,...

Keith Jansen: Christina has something to say.

**Christina Hedges:** I'm back if you want me to chat about it. Okay, so Keith, sorry I ran to the bathroom really quick. So, did you just want a really quick overview or...

00:45:00

Keith Jansen: Yes. if you don't mind.

**Christina Hedges:** Okay, so the Olmstead plan is a Supreme Court case from I want to say 1998, but I might have made that year up. I don't have it off the top of my head.

#### Joan McQuade: 1988. Mhm.

**Christina Hedges:** what 1988. Thanks, Joan. Look at that. We are a great team today. I had the eight right. But basically it was a Supreme Court case that really looked at how we could support people in their communities and allow services to be delivered in the least restrictive environment. When the Supreme Court case was settled, there was nothing that really mandated states to create a plan. However, Arizona did go move forward to create a plan. So AHCCCS is kind of the holder of the Olmstead plan and they update it every quarter and in the updates there's eight different strategies and they kind of say in this last quarter this is the things that we did that are related to this strategy. This is the things that are related to this strategy. And then the Division reports out on kind of our updates as well. So, there's a few strategies that are currently in the or currently in the Olmstead plan that don't relate directly to DDD right now. or there's no updates that are related to DDD right now. but I believe last time I provided updates on six of the eight strategies. And I can talk through some of those updates if you want or no. if you guys ever want, I can always do the whole presentation for you all. It only takes about 10 minutes. So,

Keith Jansen: Michelle, if you could you please there's a online site for the Olmstead plan.



#### Michelle Rademacher: Sure. https://www.azahcccs.gov/AHCCCS/Initiatives/ArizonaOlmsteadPlan/

**Keith Jansen:** Could you put it in the text or chat that way I'm sorry it is a very long plan. Sorry, Christina. Nothing, and it takes a while to read and to even begin to understand. But, Joan

Joan McQuade: Thanks, What I just wanted to share, I used to do the updates for Olmstead for DDD and the Olmstead plan itself. If you're reading their updates, they're going to seem very dry to be honest with you, and they're not going to sound like they're related to anything going on with DDD. The presentation that Christina put together is going to be more hands-on with DDD. Such as, there's concerns about housing for people to be in the least restrictive environment. So Christina will talk about what's going on with housing within DDD. The CARES administration has a housing coordinator. We have places like Coffelt where members can live at a certain percentage of their income and have their own place to live rather than being in a group home or adult developmental home. They can live independently. They also want to make sure that people who have, let's say been incarcerated, have somewhere to go. So DDD the CARES administration, we get all the little pieces in CARES that don't have a great big department with a lot of people. Excuse me. So we have a team that has justice liaisons and they work with the justice system and the members and the support coordinator making sure if someone's getting released that they have a place to live and that their services are going to be set back up for them.

Joan McQuade: So I would recommend at some point having the information from that Christina has been putting together shared. I mean, we can even just share your slide deck with the committee so that you can look at that because if you go to the website and the reason I'm saying that, Keith, is back when finally when they finally got all the updates to Olmstead last year. I had been on the team that was working with AHCCCS and everybody else under the sun. And then I was told, "Okay, we're going to be disseminating this information to our specific groups." And I was reading that stuff and going, I felt like I was just like, "Give me a piece of paper and I will read it to you." But I didn't know what the heck I was talking about to be honest because it wasn't relatable to what goes on with our DDD members. A lot of our members are dual diagnosed. They have an SMI diagnosis and a DDD diagnosis. So when Zane said to me, "Go in and look at where these different topics apply to DDD and provide updates on what DDD is doing in these areas." That just seemed like much more useful information. And I thank Christina.

## 00:50:00

Joan McQuade: She and I worked on that last year to try to sort through it to provide valuable information because anybody can sit and give you a presentation and go ABCDEFG and you're sitting there going okay and that's the end of that where being able to say we've been able to get X amount of people in DDD into their own homes that are into affordable housing. That's something you go, "Yay, that's fantastic that there's these openings for people to live or we're working with x amount of members that are currently in the criminal justice program." And there's other things as well. So, I think someone just sent that out or she's going to, right?

Keith Jansen: I just wanted to let people know that that was discussed in the state IOC meeting.



Joan McQuade: And the stuff that Christina provided is going to be more detailed than just going to the Olmstead website.

Keith Jansen: Okay.

**Joan McQuade:** That was what I wanted to let folks know because you go to the Olmstead website, it's got some really good information, but it's not going to feel as relatable as what we provide with DDD.

Keith Jansen: Yeah. Rachel

**Rachel Kundrat:** Yeah, I was just going to put in a vote seeing that presentation. I'm also really curious about some of the stuff going on with the criminal justice system as well. I saw one of that in an email and it was also national news, not with DDD but county jail. Thank you. I would like to see the presentation.

**Keith Jansen:** Okay, Christina, I'm gonna ask you right now flat out. next month on the, 9th, same time, would you be available to give a presentation on the Olmstead plan?

Christina Hedges: for sure. I definitely can.

#### Keith Jansen: Okay.

**Christina Hedges:** And Michelle can send out the PDF in the meantime that has just the slides on it and then I can talk to those slides next time as well.

**Keith Jansen:** Consider yourself invited and thank you for accepting the invitation. From there do you remember anything else special from Statewide, Michelle?

Keith Jansen: Yes. Go ahead.

**Michelle Rademacher:** Yeah, a few other things that were discussed at the statewide meeting included the district chairs all provided an update on their committee's activities.

**Michelle Rademacher:** DDD's strategic planning team attended, provided a brief update on the progress of the five-year strategic plan. A copy of that presentation can be shared with the committee if they would like a copy of it. and the plan should be finalized in July. There was a brief update on DDD's budget plan from the assistant director. Later in the evening the state legislature approved the budget request for additional money for 2025.

**Michelle Rademacher**: Also in the meeting discussed was district central IOC shared they have created subcommittees to have further discussions on the department of child services and to talk about legislation surrounding electro convulsive therapy for disabled individuals and they're also focused on watching legislative different bills that are nationwide. The committee questions were raised from district west about IOC processes and the DDPC executive director spoke about Arizona's current legislation and the fact that there is legislation out there that's talking about removing some of our advocacy organizations that are in place and established these and DDPC is one of those agencies is one of those advocacy organizations. They're working very hard to try to push back on legislation to show that there's



value in what they do and what all of the advocacy councils do. And the last thing was that we got an update from the assistant director of DDD on the NCQA certification. The next meeting for DDD IOC statewide is July 23rd at 10:00 a.m.

00:55:00

#### Michelle Rademacher: That's it.

**Keith Jansen:** If you please make sure to send out that date and time to each of the IOC members. I would appreciate that. Usually we have it at 5:30 in the evening and they voted for 10:00 a.m. So that was a change and I wouldn't want any of the IOC members to come in at 5:30 and go where is it? so okay that was from the state IOC meeting. Next is going to be Division of Developmental Disabilities staff update.

# **Division of Developmental Disabilities Staff updates**

**Joseph Jensen III:** Hi, this is JJ. I had consulted with Joe earlier and he said that he didn't have any staff updates to share at this time. Thanks.

Keith Jansen: Wanted to make sure to give you.

**Joseph Tracewell:** No, thank you,JJ. I thought Keith was going to call out names. so, yeah, no, we don't have any QA updates for the district. We're fully staffed at the moment.

**Keith Jansen:** Yeah. I saw the answers we got to our questions. Appreciate you doing that, letting us know that the questions we're asking are being looked at. I really appreciate that. Updates from the Arizona Department of Administration. I did not see Yeah.

**Joan McQuade:** I don't think we've gone through all of the DDD updates. Usually, you call on the different DDD folks to find out if they have updates. We don't just, because there's several of us.

Keith Jansen: Okay, I'm sorry. I did it wrong. I'm going to ask for help from Michelle there. Could you help me?

Michelle Rademacher: Joan, do you want to go ahead and give an update?

Joan McQuade: Thanks for letting me go first. I have a big announcement. I am going to be retiring in June. So, I will be at the June IOC meeting. It's at the beginning of the month. My last official day for the state is June 20th, but I will actually be off on the 19th and the 20th because I'm going to go visit a friend in Alaska to see the summer solstice. but I just want to thank you, IOC committee, for all the great work that you do and how important each of the committees is in making sure that we're keeping our members safe. That's primarily, DDD wants to see all of our members have fulfilling lives, to be living safely and you guys are a major part of that and I thank you for the opportunity to work with you for the last three years.

Chat Message: Rachel Kundrat 2:04 PM Thank you for your service! It is an open meeting...



Keith Jansen: Yes, And I personally wanted to thank you because Joan has been a wealth of information and help. Like, we have each other's numbers. I would call her when I couldn't get in touch with somebody else and...

#### Joan McQuade: Thank you.

Keith Jansen: she'd say, let me get you that. Let me straighten that out for you." And she had no problem jumping in with both feet. You will be missed, but I wish you your best in your retirement. Is there anybody else? Christine

**Christina Hedges:** So, a few things from the CARES administration. We did have a redactor leave the Division to go and pursue other opportunities. So, we will be hiring for that redactor position. Major shout out to the three redactors that we do have still on staff as well as Michelle, Morgan, Jeffrey, and Joan for really picking up the extra work that's resulted from losing a redactor. We are still 100% on time with redacting IRs and getting them out to you all as well as the other districts. So, phenomenal job to that team.

## 01:00:00

**Christina Hedges:** And then also we had our volunteer coordinators of I think it was almost exactly two weeks ago now put on an amazing event down in Tucson to celebrate the volunteers. Unfortunately we had very few volunteers show up. but our staff made this beautiful ceremony and it was just a great time to really celebrate the work that you all have done. So that is all we've got. Thank you.

**Chat Message:** Rachel Kundrat 2:07 PM Thank you all for putting it together, there was a loss in family and I missed it. Grateful for the thought and appreciation

**Keith Jansen:** Thank you. I intended to be there, but I got a call and it said, "You will be here on Fort Huachuca in this office at this time" and I had to go. Appreciate you, by having those events, you're showing your appreciation to the volunteers and it does help with morale and we're getting more and more people in Tucson. So it could get to be pretty big eventually. Cuz I remember when I started out there were eight people in Sierra Vista. There were only two in Tucson. So things are switching around.

**Keith Jansen:** Is there anybody else from the Department of Disability staff updates? going twice. Okay, then we move on to the updates from the Arizona Department of Administration. Angela, did you have something to say?

**Angela Venne:** Yeah, sorry I couldn't get to my raise hand button soon enough. I had a question about On the agenda, it states DDD staff updates and then DDD updates. And I'm just wondering if it's meant to be two separate things or what you're really looking for when you say DDD staff updates.

Angela Venne: Is it updates from staff or updates on staffing?

Keith Jansen: The agenda I have just has the one the staff updates the different parts of DDD.



**Angela Venne:** Okay. So, it's like update on what's going on with DDD. Perfect. I just wanted to get that clarification because every once in a while it comes up with both. It may not be on this particular one. So, Michelle must have merged them. But yeah, I just wanted to get some clarity around that.

# Updates from Arizona Department of Administration

Keith Jansen: Sorry for any confusion. Department of Administration, Larry. ...

Lawrence Allen: Good afternoon, Keith. ...

Keith Jansen: Yeah.

**Lawrence Allen:** I don't have any specific updates, just a question to you and Mario regarding the trifold brochures and the IOC business cards that were sent to you. Did you receive the right cards?

Keith Jansen: I replied in an email and it said that I received the AHCCCS. Yes.

Lawrence Allen: I didn't get that email. So, which ones, did you said you sent me an email? Okay.

Gutierrez: I received IOC ones.

Keith Jansen: Yeah. Mine were IOC, but it was AHCCCS Department of Administration,...

Lawrence Allen: I didn't get that email. Keith, can you resend that and let me know which AHCCCS cards it was so I can have them Keith? I can't read that. Sir, can you tell me what IOC that is,...

Keith Jansen: Independent Oversight Committees, Arizona Healthcare cost containment system.

Lawrence Allen: right? Look at the back of the card.

Keith Jansen: Okay. IOC dot ADOA

**Lawrence Allen:** No, it should have a and...a name of the committee on the front of the card where it says AHCCCS. Does it say central north south?

Keith Jansen: North. Okay.

01:05:00

Lawrence Allen: Thank you. Okay, Mario, what about you, Okay.

Gutierrez: I just looked at mine and they say north as well. AHCCCS

Lawrence Allen: Thank you so much. I need to figure out who received your cards. So, I'll work on that and I'll be in touch.

Keith Jansen: The north part's in super small print. So, I didn't think anybody would. Yeah.



#### Gutierrez: Same here. I need glasses.

**Keith Jansen:** I don't think anybody I'm going to hand them to cuz I put my name and phone number on it and they're going to worry about it. It's IOC, that's what they're looking for and then who they can get in touch with it. So, it's not a really hot worry for me. But thank you for keeping up after that.

Lawrence Allen: Okay. Yeah, I'll work on that. I'll have some new cards re-shipped to you guys.

Keith Jansen: Not a rush. I've given out about five of them.

Lawrence Allen: Okay. I understood.

Keith Jansen: I haven't had anybody say anything about North, man, this is North. Anything else?

Lawrence Allen: Okay, that's it.

**Keith Jansen:** Does anybody any of the IOC's have any questions of Larry? Just want to give everybody the opportunity. updates for integrated health plans.

## Updates from Integrated Health Plans

Wendy Herring - Mercy Care OIFA: Hi I don't have anything specific, but if somebody had something for me to take back to the OIFA team at Mercy Care, happy to do so.

Keith Jansen: Not I, ma'am. Okay.

Wendy Herring - Mercy Care OIFA: All right. Thank you.

Keith Jansen: We have Wendy from Mercy Care. That was Fredreaka. Yeah.

**Fredreaka Graham:** Hey, Keith. Hi, this is Fredreaka with AHCCCS. I don't have any updates, but happy to take any questions if you have any.

Keith Jansen: Okay. ...

Keith Jansen: I didn't hear any. So, we'll move on to updates from the DDD liaison. IOC Liaison

# Updates from DDD IOC Liaison

**Michelle Rademacher:** Hi, I have some information for you on the Developmental Disabilities Council. There's a public forum coming up Thursday, May 15th from 10:00 a.m. to 11:30 a.m. They would like to hear from individuals and families who receive supports and services from the division. Topics are: Do you have unanswered questions or input regarding the division of developmental disabilities? Are supports and services meeting your needs? What is working for you? What is not working for you? And what is your vision for support in the future? I'll share the link for everybody in the chat and I can also send a followup if you're interested in an email.



**Michelle Rademacher:** I also wanted to let you know the DDD public town hall meeting and the next one coming up is Thursday, June 5th from 6:00 to 8:00 p.m. DDD typically follows a pattern of hosting public town halls on the first Thursday of the month. And some of the procedural things earlier in the meeting. If you kind of run across some issues where you want to go back and backtrack, like the vote kind of questions and those things, you're more than capable of. It's not an issue. Just let me know if there's anything I can help guide you with during the meetings. We can learn together. If you have questions and you want to talk about it afterwards, feel free to reach out to me. That's why I'm here to help out the committee. That's pretty much all I had for today.

**Keith Jansen:** I wanted to thank you and Morgan for picking up the slack with I know you're missing a redactor, so you're having to bear down and do a little extra work and on top of all the work that we send you. So, we really do appreciate it. Just so everybody, Michelle and Morgan, they go above and beyond what the state says. This is your job. We always give them more.

## 01:10:00

Michelle Rademacher: Thank you, Keith.

Keith Jansen: We call it employment security. Morgan, is she here today?

Morgan O'Hara: I am. Yes. But I think Michelle handled all of our updates.

**Keith Jansen:** Just wanted to make sure. And yes, Michelle, if you would please send those meeting informations and sites so that we can attend if we wish to. I encourage all IOC members that are able to attend a state IOC. If nothing else, just sit back and listen what gets discussed about. They are interesting.

**Keith Jansen:** And I want to also remind any of the IOC members to keep very close track of whatever training you did during the year. I will be getting in touch with you next month. so I have that information for the state report that I have to turn in the annual report. Michelle, our newest member, are you going to make sure she gets law 2000?

**Michelle Rademacher:** That is something that Larry works through. That's a responsibility that we share that's on the ADOA side.

Keith Jansen: Okay, Larry. Are you going to make sure our newest member receives the law 2000?

**Lawrence Allen:** Yes. As part of the onboarding process, I will be sending her an email with the conflict of interest statement and the link to complete the law 2000 training. So be expecting an email from me please and we will make it happen.

Keith Jansen: Okay, just wanted to make sure I want to and...

Gutierrez: Hey Larry, can you please. Sorry, Keith?



Keith Jansen: then Michelle will train her in how and get her onboarded onto the system so she can start doing IRs.

Lawrence Allen: Okay. Mar Mario, do you have a question?

Keith Jansen: Rachel, you had a question.

Gutierrez: Can you please resend me that link? I can't get into The law 2000.

Lawrence Allen: Yes, I absolutely absolutely will. Rachel, sure.

Gutierrez: Thank you.

**Rachel Kundrat:** This may be the wrong time to bring this up, but I know that in the email that was sent out of the other IOC member about, kind of a refresher training and I don't know did we address that and I was not in the present in the moment in the meeting to address her email and what was said in the email?

**Michelle Rademacher:** You're speaking about Angela's email that I sent earlier where she wanted to have a discussion in July.

Rachel Kundrat: correct. ...

Michelle Rademacher: Yeah.

Rachel Kundrat: Okay. I missed that part.

Rachel Kundrat: Thank you.

Michelle Rademacher: No problem. But are you on board with that? For July?

Rachel Kundrat: Yeah. I try to go with the flow.

Michelle Rademacher: Okay.

Rachel Kundrat: I try.

Keith Jansen: So I believe we have covered. Do any of the IOC members feel it necessary to go into executive session? going twice.

# PUBLIC COMMENT

**Keith Jansen:** Do we have any members of the public who want to make any comments? So far as the members of the public go that I know of, that was the two left. I want to thank everybody for coming here today and sitting through this and my delay of five minutes. Thank you Rachel for bringing that subject to our attention and getting a couple of experts in the field to explain it in more depth.

# **ADJOURNMENT**



# Motion and Vote

Keith Jansen: I need a motion to adjourn the meeting. Okay, Dimetri made a motion.

01:15:00

Dimetri Gudino: I make a motion to adjourn the

Rachel Kundrat: I make a motion.

Gutierrez: motion key. I

Rachel Kundrat: I second the motion.

Keith Jansen: Rachel seconded it. Is there any discussion? I don't think so.

Keith Jansen: All in favor of adjourning the meeting say I.

Gutierrez: I

Leslie Leon: |

+1 951-\*\*\*-\*\*00: Thank

Dimetri Gudino: |

**Keith Jansen:** I. Okay. We have a majority. So, as of 2:20 on the 12th of May, this meeting of the District South IOC committee is adjourned. Our next meeting will be June 9th at 100 p.m.

# Meeting ended after 01:16:39 👋

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