



**Division of Developmental Disabilities (DDD)  
District East Independent Oversight Committee (IOC)  
Public Meeting Minutes Summary  
Wednesday, December 13, 2023 – 5:00 PM to 7:00 PM**

**Call to Order**

**This meeting is being held virtually via google meets.**

Meeting called to order by Committee Member, **Sarah McGovern**. The date was December 13, 2023, at 5:02 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)**
- **Sarah McGovern, (Vice-chair)**
- **Elizabeth (Beth) Bird**
- **Kin Counts**
- **Teresa Brooks**
- **Selina Kataria**

Absent:

- **Rebekah Gigliotti**
- **Aimee Griffith-Johnson**
- **Yolanda Huynh**
- **Tonia Schultz (non-voting member)**

Public in Attendance: **None**

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

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

Healthcare Plan Liaison: **Ian Wilson** (United HealthCare)

DDD staff and guests:

**Leah Gibbs** (DDD Office of Individual & Family Affairs Administrator)

**Katrien Filez** (DDD PRC Administrator DE & DN)

**Bernice Sanchez** (District East Program Review Committee)

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

**Joan McQuade** (Office of Individual and Family Affairs Manager)

**Morgan O'Hara** (IOC Liaison)

**Michelle Rademacher** (IOC Liaison)

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



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*This editable transcript was computer generated and might contain errors. Liaison has edited some of the transcript for accuracy and ease of reading. Any blue italics transcription was missed by the transcriber.*

## **DDD District East IOC-Conference Call line (2023-12-13 17:01 GMT-7) - Transcript**

### **Attendees**

Berenice Curro Sanchez, Fredreaka Graham, Ian Wilson UHC, Joan McQuade, Katrien Filez, Kin Counts, Lawrence Allen, Leah Gibbs, Michaela Barnhart, Michelle Rademacher, moo blarg, Morgan O'Hara, Sarah McGovern, Selina Kataria, Suzie Hessman, Teresa Brooks, Trudy O'connor

**Michelle Rademacher:** I just wanted to let attendees know this meeting is being recorded and The audio is posted on the ADOA website. The Google transcription of the meeting is used for written meeting minutes. You're good to go.

### **Call to Order**

**Sarah McGovern:** Okay So this session of the independent oversight committee is now called to order the date is December 13th, 2023 and the time is 5:02.

### **Conflict of Interest Disclosure Statement**

**Sarah McGovern:** And then we have a conflict of interest disclosure statement. Do we have anyone that has to disclose a conflict of interest if there is the committee member needs to disclose why?

### **Welcome and Introductions**

**Sarah McGovern:** Okay, I think we're good there so we can go ahead and do introductions and start with the IOC East committee. So I'll start, Sarah McGovern, Vice chair IOC. Suzie, you want to go next?

**Suzie Hessman:** Suzie Hessman, chairperson



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Sarah McGovern: Kin?

Kin Counts: Good evening. Everyone Kin Counts, Committee Member.

Sarah McGovern: All right, trying to see who else we've got, Beth.

moo blarg: Elizabeth Bird, Committee Member

Sarah McGovern: and Teresa

Teresa Brooks: Teresa Brooks, Committee Member

Sarah McGovern: All right, and we have somebody new today, Michelle. I don't think I've met. It's Selina.

Michelle Rademacher: Selina that's correct.

Sarah McGovern: okay and Selina

*Selina Kataria: Hello Everyone, Selina Kataria, Committee Member*

Sarah McGovern: And did I get everybody there, Michelle?

Michelle Rademacher: I believe so for the committee members. Yes.

Sarah McGovern: Okay, excellent. Then who do we do the introductions next?

Michelle Rademacher: You want me to go ahead and complete that and call out names? Okay, I'd be happy to do that.

Sarah McGovern: Yes, please.

Michelle Rademacher: No problem. Ian.

*Ian Wilson: Hi good evening everybody My name is Ian Wilson. I am here with United Health Community Care plans member advocacy*

Michelle Rademacher: Thank you, Larry.

Lawrence Allen: Larry Allen with Arizona Department of Administration

Michelle Rademacher: Fredreaka.

Fredreaka Graham: Hi everyone. This is Fredreaka Graham with AHCCCS.

Michelle Rademacher: Leah



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**Leah Gibbs:** Good evening everyone. I'm Leah Gibbs, administrator of the Office of Individual and Family Affairs.

**Michelle Rademacher:** Katrien

**Katrien Filez:** Good evening everyone. I'm Katrien Filez, PRC administrator, overseeing District East.

**Michelle Rademacher:** Berenice

**Berenice Curro Sanchez:** Good evening. *My name is Berenice Cuorro. I'm here as District East chair.*

**Michelle Rademacher:** Joan

**Michelle Rademacher:** you're on mute Joan.

**Joan McQuade:** I know something popped up on top of the button. I couldn't click it. Hi everybody Joan McQuade. DDD Office of Individual and Family Affairs

**Michelle Rademacher:** Thank you. Trudy

**Trudy O'connor:** Hi there, Trudy O'Connor. I'm the QA manager with District East, sorry fumbling my words today.

**Michelle Rademacher:** No worries. Thank you Morgan.

**Morgan O'Hara:** Hello, everyone Morgan O'Hara, DDD IOC liaison.

**Michelle Rademacher:** Michaela I hope I said your name, right?

**Michaela Barnhart:** Yes, you did. Hi. I'm Michaela "Mickey" Barnhart, and I'm just jumping on the call to kind of see how these go. I'm the new volunteer coordinator.

**Michelle Rademacher:** Welcome and my name is Michelle Rademacher. I'm the DDD IOC Liaison. Did I miss any DDD staff or guests?

**Michelle Rademacher:** Okay, Sarah, you're good.

### **Call to Public**

**Sarah McGovern:** All right, So we'll go to the call to the public. So this is the time for the public to comment on members of the committee may not well. Do we have anybody from the member of the public with us this evening?

**Michelle Rademacher:** No, I didn't see anyone.



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**DDD Policy and/or Legislative Issues**

00:05:00

**Sarah McGovern:** Okay, just making sure they're okay and do we have any DDD policy legislative issues anything anybody wants to discuss there?

**DDD Staff update**

**Sarah McGovern:** All then we will move on to our next agenda item which is a DDD staff update. Where are we with that?

**Michelle Rademacher:** I can go ahead and call out individuals to see if they have an update for you. Katrien, you want to start us off pretty please?

**Katrien Filez:** So an update for the PRC team and District East has a complete team and is working hard and so we are very excited that we can start the new year 2024 with a full team. Getting support from other districts when needed and the District North chair is helping Berenice. And our goal is to catch up with our backlog and I think we're very close to that and Berenice can maybe give some more detailed information. And we are also very excited, if I can add this right now, to have 2 PRC IOC volunteer coordinators. So the year 2024 looks very promising.

**Sarah McGovern:** That's great to hear.

**Katrien Filez:** Thank you.

**Michelle Rademacher:** Berenice, did you want to go next?

**Berenice Curro Sanchez:** Sure, Thank I'm just going to Echo what Katrina mentioned, we're super happy and excited to have a full team at PRC District East. And I believe that we should be able to catch up with everything we have pending by the end of this month. So we're super excited to be able to announce it. But other than that, I think we're all good. Thank you.

**Michelle Rademacher:** Thank you. Trudy, Would you have an update?

**Trudy O'connor:** It's Dember. What a month. Currently we are on boarding a new fact finder. So that's been great. Unfortunately, we have somebody who's going to be leaving us. So that'll mean another vacancy that we'll need to fill but otherwise we're pretty fully staffed and just looking at the volume of IRs that we're working with is a lot right now. I think our district is really grown. But no other updates.

**Michelle Rademacher:** Thank you. Joan.

**Joan McQuade:** I have no additional updates other than we are still trudging the happy road to clearing up our backlog. Now that we have two Liaisons, that's been helping considerably and I've been jumping in and helping when I can. So you'll be getting some small batches of IRs that are older. Because we're trying



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where we're at the point now where we're keeping up with the current. But we're having to go back and take care of some prior months when things were really crazy. But we figured we wanted to be current somewhere. Because you know how it is when you get behind if it's shoveling against the tide. It just keeps rolling back. So at least we're current somewhere. Which is a good thing and we'll keep chipping away at that backlog until we get that taken care of. So that's all I got.

**Michelle Rademacher:** Thank you and Leah. I saved the best for last.

**Leah Gibbs:** Suzie, I always have updates but I think it's important that we keep the IOC informed on activities that are going on with the Division. And at this time the Division does have three overarching priorities that we are pursuing. We are working towards strengthening Behavior Health Services for people with intellectual and developmental disabilities where we're looking at and in the process of updating our qualified vendor RFQVA, which is a contract for the qualified vendor Community. All of the existing qualified vendors are undergoing a contract renewal with the Division. And we continue to work toward accreditation with the National Committee of Quality Assurance for long-term services and supports with our support coordination team. When it comes to the Behavioral Health Services, we have three areas that we're focusing on.

**00:10:00**

**Leah Gibbs:** We've heard from a lot of stakeholders in the community of concerns with challenges that DDD members are experiencing and accessing high quality Behavioral Health Services. But we've also heard from the behavioral health provider community that they don't really feel equipped to meet the needs of people with intellectual and developmental disabilities like they'd be able to, and we've recognized there is a knowledge gap between the two. In trying to bridge that gap, we've been providing training and education to the Behavioral Health Community on best practices in meeting the needs of people with intellectual and developmental disabilities. We've worked in collaboration with our DDD Health Plans, Mercy Care and the United Healthcare Community plan, to work with their contracted Behavioral Health provider community by developing training and an incentive program to get their staff to do some additional training. In exploring the needs to address this, we've learned that there are over 30,000 behavioral health professionals employed by the different Behavioral Health agencies here in Arizona. And that those Behavioral Health agencies are using the training platform called Relias for their computer-based training that they provide to their staff. We did an analysis of the 860 different courses that are available on Relias for those behavioral health professionals here in Arizona. And we found at the time that there were only four courses that even addressed the needs of people with intellectual and developmental disabilities. So we've worked very hard to work Relias, with our agencies and we've been able to add an additional 100 courses to the library that relate to supporting people with developmental disabilities and those best practices. We've also been able to offer an incentive to the behavioral health provider agencies that are sending their staff through some specific courses. We've identified a curriculum that consists of 12 training courses that provides a really good broad stroke training about people with intellectual and developmental disabilities. And we have developed a virtual instructor-led course that is trained by our DDD Behavioral Health Administration team in collaboration with our Office of Individual and Family Affairs team to educate the behavioral health providers specifically to understand



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the eligibility for DDD, how we collaborate with our DDD health plans to meet the needs of our members, and how we can work together to support our members with complex Behavioral Health needs. When I got the notes for today. I could tell you that at the end of November there had been 229 separate behavioral health professionals who completed that instructor-led class . We continue to offer that class on an ongoing basis and we continue to have more and more people join and learn that information. We've also learned that over 600 behavioral health professionals have started taking those relias courses. So those are really positive numbers in the process of rolling out this training. We expect to continue to develop and produce this training for several months and we continue to work with a team of people who are planning two conferences, very specific for behavioral health professionals. They're bringing in presenters from a local and National level to provide this training. They're looking at one conference occurring in Tucson in May of 2024 and the other in Phoenix scheduled for September of 2024. And of course, I'll continue to keep you posted as we have more information regarding that rollout. We also continue to be working toward rolling out our Positive Behavior Support training that will be available to direct support professionals that are employed by qualified vendors, as well as at no charge available to family members and caregivers who are interested in taking that training, and we are mandating that training for all of direct support professionals that work for our state operated programs that support the state operated group homes and Intermediate Care Facilities. The workgroup is in their final stages of completing the training curriculum, the participant guides, the facilitator guides and the activities associated with that training.

**00:15:00**

**Leah Gibbs:** We will be posting information in the next two weeks to the provider Community about how to send their trainers to take that train-the-training so that we know that those trainers who will be delivering it to the direct support professionals that work for the provider Community have demonstrated to us that they have the competence to provide that training based on our delivering the training to them. We will be providing a financial incentive to the qualified vendor Network to send their trainers to our train-the-trainers so that we recognize we're pulling them off of their regular duties for a couple of days while they learn this curriculum. So we're going to give a financial incentive to the provider agency to help support that and we'll be giving a financial incentive to the provider agencies for each direct support professional that completes the modules associated with the Positive Behavior Support training. We will be rolling out the train-the-trainers in mid-January of 2024. We will continue offering train-the-trainers through April of 2024. And then that allows those qualified vendor agencies to deliver that training once they've completed their train-the-trainer successfully to their staff through September 30th of 2024 as part of that ARPA incentive funding. We will be keeping data, tracking about the outcomes of that training and the impact that it is offering. It is our hope that it will be something that we will continue beyond ARPA and that our qualified vendor Community will continue to see the benefits. We have updated our contract relationship with Raising Special Kids, who will be delivering the training again at no cost to interested family members and Caregivers. We have also agreed that training will also be available to any of our Independent Oversight Committee members who would like to take it through Raising Special Kids for no cost to them to be able to continue to expand the knowledge base of all of our IOC members as well. Our last Behavioral Health work that we are working on has to do with developing more of our behavioral supported group homes for members who are dually diagnosed and may have some very



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complex behaviors. The Division has been working to expand the opportunities for vendors to provide that service. We have found that it's going a little slower than we had anticipated. We have created a need for a very high level of expertise and stringent qualifications for vendors to provide that service. And we are starting a process of reviewing some. We've done some external requests for information to try to work through, maybe there are vendors who are not currently in our qualified vendor Network that we could work doing some special contracts to expand this network and eventually get them on board as qualified vendors, but we continue to work toward Meeting those needs to develop that resource and have the right people with the right resources and training to provide for these specialized group homes. Now regarding the requests for qualified vendor agreement, that is the words that we use for our DDD contract with qualified vendors. We started working toward the changes to the qualified vendor agreement back in 2019. It's taken a while to roll it out because we want to do it right. We have not really done a full update of our qualified vendor agreement in a little over 10 years. So it's time. In the process of the work that we did in starting rolling out the content, we did contract with a national Consultants to help us with best practices and identifying ways to improve our contractual requirements. We had 12 stakeholder forums that allowed for Community input for opportunities toward this contract.

**00:20:00**

**Leah Gibbs:** We have included service specification improvements with a focus on Employment Services. We are introducing a new service called Pathways to Employment. That's sort of a combination of two of our current Services which are Career Preparation and Readiness and Transition to Employment. We have expanded requirements for minimum training qualifications for qualified vendors to include training in abuse, neglect and exploitation as well as Federal rules and laws around HIPAA confidentiality. We have identified and required some key positions in the agency to meet some minimum education and/or real life work experience to be qualified vendors. And we've also included requirements around the centers for Medicare and Medicaid Services Home and Community Based Service rules around providing home and community-based services and the requirements for the electronic visit verifications that became a federal requirement in the last year or so. We have approximately 1,000 qualified vendors that we are working toward transitioning to this new contract. We are getting a really good return from our vendor agencies. We have a handful of agencies that, based on our records, have not started the process of this transition, but our network teams and our contract teams are doing positive Outreach and contacting those vendors. Our goal is to be sure that we do not have a disruption in service for any of our members and that we are providing the necessary support to the vendor Community for the transition. When we originally announced this qualified vendor new date of implementation, it was going to be in March of 2023. However, we want to provide a little extra time to the vendor community and we sent out an announcement today that we are extending that to July 1st of 2024. I apologize not 2023, 2024 so that the vendor Community can meet those standards and we can get all of those new contracts in place.

**Leah Gibbs:** We do have a dedicated web page to help our vendor Community. Through this transition, we've included technical assistance videos on how to complete their applications, we've given them the timelines, we've provided them all of the communications and announcements that we've sent around this new contract. They're all located on that web page so the vendor communities can refer back to them. We have all the documents on the page. As I mentioned, we continue to monitor who's submitted,





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who's approved, who's in the process of approval and who's in the process of submitting those applications. And pretty much those are my updates, unless anybody. I have this gnat flying around if you keep seeing me doing this, it's a gnat and it's driving me nuts. But anyway, if you have any other questions, I'll be happy to help.

**Sarah McGovern:** Wow, take a deep breath.

**Leah Gibbs:** There's a lot of activity going on.

**Sarah McGovern:** I did have one question when you mentioned the Raising Special Kids training, so that is open to parents to take? Okay.

**Leah Gibbs:** Absolutely any parent who has any child in our system is more than welcome at no cost. We've been working with Raising Special Kids. The curriculum for the Positive Behavior Support is broken down into six different sections and Raising Special Kids has said that they will break it down into time frames that'll work for families, maybe a couple hours at a time. They've agreed that they will be providing that training in evenings, weekends, during the day so that families will be able to work within their schedules to take advantage of those opportunities.

**Sarah McGovern:** Okay.

**Leah Gibbs:** The other part that I didn't mention is that Raising Special Kids is also going to be providing a weekly drop-in technical assistance session so that any family member or direct support professional who's had the training would like to go back and maybe talk about questions of Refreshers or this isn't working, what else could I do, or even sharing what is working well for them and that's going to be an ongoing support available.

**Sarah McGovern:** Okay that's awesome. I'll probably send you an email tomorrow just to get a couple more details. But yeah, that's great.

**00:25:00**

**Leah Gibbs:** Sure, Sarah, anything I can help with I'll be happy to be okay.

**Sarah McGovern:** Anybody else have any questions?

**Kin Counts:** Yes I do good evening.

**Leah Gibbs:** Hi Kin,

**Kin Counts:** Hey, so how long is the total training? How many hours?

**Leah Gibbs:** It's about eight hours long. Yes, yes.

**Kin Counts:** for the total training All right. Okay. Thank you.



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**Leah Gibbs:** You're very welcome.

**Sarah McGovern:** Is it in English only or English and Spanish?

**Leah Gibbs:** As soon as that curriculum is finished, we are translating it to Spanish. So we'll have it available. And if there are family members who need an accommodation for another language, we will work with Raising Special Kids to get it translated and use translators to support us in delivering that training for those folks.

**Sarah McGovern:** Okay, Excellent. Yay. Thank you.

**Leah Gibbs:** We are excited. And we really hope it'll help families.

**Sarah McGovern:** Well as a social worker, I get people all the time asking me what do I do?

**Leah Gibbs:** Right, our kids don't come with a book to teach us those skills, Right? And the whole point is and...

**Sarah McGovern:** Absolutely.

**Leah Gibbs:** This isn't going to be the know all, be all end all, it is a foundation, but it's a tremendous foundation to help families, maybe get some tools in their tool belt and see how what they do might influence the behavior of their family member and how to move that to a more positive outcome.

**Sarah McGovern:** Yeah, and I work with families who have small children. So usually they're at the very beginning...

**Leah Gibbs:** Yep.

**Sarah McGovern:** where they're trying to just grapple a lot of stuff and Really

**Leah Gibbs:** Absolutely, and you think about those transition age youth and my child is now a teenager and my goodness what happened? And so all of these skills not only can help with working with our DDD members, but they're going to help improve our relationships with others in general. Yeah.

**Sarah McGovern:** Yeah, yeah, that's awesome Leah. Thank you so much.

**Leah Gibbs:** Absolutely.

**Kin Counts:** Yeah, this is so great. I'm just so looking forward to it and Leah too, does the curriculum include self-care?

**Leah Gibbs:** It's not intended to be a self-care, Kin, but we are about to start having a conversation about planning a self-care conference again for next year.

**Kin Counts:** Okay, so it's not part of a portion of the curriculum that has self-care.



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**Leah Gibbs:** No, the curriculum though, it really talks about the foundation of Positive Behavior Support. It talks about history a little bit. It talks about understanding the function of behavior. It talks about a trauma informed lens and how that can help people recognize when responding to behavior. And then it gets into things like the ABC's, the antecedents, behavior, consequences, reinforcers, strategies to teach new ways. There is so much it would be forever long if we put everything into it, but it's intended to be the beginning foundation and the team that is working on it continues to believe that if it gives the positive response we're hoping for, that the Division will support us moving into a part 2 and continue to grow it.

***Kin Counts:*** *This would be so awesome. This is so important. Oh my goodness yeah this is so great. I just wish every parent and every caregiver would take it and read certain parts and things because it is so crucial.*

**Leah Gibbs:** Yeah, thank you. Hi Teresa. How are you tonight?

**Teresa Brooks:** I'm good. Thanks. I just have to make this comment because I still would love to have any providers whether it's ABA, they kind of know that, but any therapist OT, PT, speech, music, I would still love to have them to take these courses. Is there going to be any push to them?

**Leah Gibbs:** There is an incentive to any qualified vendor. It is not limited. It is inclusive of therapists and...

**Teresa Brooks:** Okay. Okay, good.

**Leah Gibbs:** and SLPAs and OTAs and anybody is welcome and we have an incentive set up that if the vendors take advantage of it, they are going to get a financial incentive.

**Teresa Brooks:** Wonderful. Thank you.

**Leah Gibbs:** I don't have the ability to say it's mandated. Okay, yeah.

**Teresa Brooks:** right. Thank you

00:30:00

**Leah Gibbs:** No problem.

**Sarah McGovern:** But we're getting there.

**Leah Gibbs:** We got to start baby steps, right? Yeah, yeah. My vision is that people are gonna take it and they're gonna talk about how positive and what great outcomes and how it was worth the time and the training and that it will take off on its own without us having to Mandate it.

**Sarah McGovern:** Yeah. Yeah, that's really exciting.

**Leah Gibbs:** Yeah.

**Sarah McGovern:** watch for my email tomorrow in your inbox.



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**Leah Gibbs:** No problem.

**Sarah McGovern:** All right. Does anybody have any other questions for Leah this evening?

**Kin Counts:** It's just one last one. Sorry. Yeah, regards to the incentive is given to the vendor. I wonder it could be some incentive given to let's say whoever takes it, that family members, providers.

**Leah Gibbs:** Yeah. We have a certain amount of funds that we can use for this, Kin.

**Kin Counts:** Okay.

**Leah Gibbs:** We really feel that families are going to want to do it because they're gonna want to get their tools in their tool belt, but we really need the qualified vendors have the ability for a direct care worker to be offline from doing Direct Care, and it's non-billable time when a provider is taking training and doing those things, so that if we can financially offset that for a provider, we're gonna have a higher likelihood, hopefully that they're going to send their direct support staff through the training.

**Kin Counts:** *Okay, Thank you.*

### **Arizona Dept. of Administration (ADOA) Liaison Updates**

**Sarah McGovern:** That's a great point. All right. Let's see our next item on the agenda. I believe would that be you Larry Allen Arizona Department of administration ADOA?

**Lawrence Allen:** That would be me good evening everybody. A quick question for you guys. Was there an annual report done for this year? Do you know?

**Sarah McGovern:** I have not seen one

**Lawrence Allen:** No. Okay.

**Sarah McGovern:** but I know I'm not in charge of that. So I can't comment.

**Lawrence Allen:** That's okay a couple comments on that. One, The agency leadership and the current Administration they want to see *the solutions and the issues and what's going on and what's working, they want to know that. I sit here month after month and I listen to Leah's updates and y'all have such good stuff going on and good projects and really kind of turning the dial with what's going on with the agency and how you are training the vendors and guardians and what not. So they want to know that. They want to know the challenges and they want to know the successes. They want to know what's working. So, everybody needs to work together in this thing. They want to know the challenges and successes like I mentioned. It shouldn't fall on the chair to get that annual report done.* So I would encourage the committee to form a subcommittee on this. I know we talked about this once before but it all shouldn't fall on Suzie's shoulders. it should be a whole committee approach and getting that report done and it's still not too late to get that report submitted. So I would encourage a committee to create that report and submit one. *So again they need to know what you're working on. They need to know the solutions. They need to know the*



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*successes. They want to know what's working and not everything's perfect. And sometimes you just got a jump right? You just gotta get out there and put it out there and again, they just want to know. So those are my comments and thoughts on the annual report. So any questions On that from the committee. There's anybody have any comments or questions?*

**Sarah McGovern:** is there some sort of a template with?

**Suzie Hessman:** Larry

**Lawrence Allen:** Yes. Suzie

**Suzie Hessman:** Yeah, I'm sorry. I just got out of my car so I could hit the unmute button. So thank you for that suggestion.

**Lawrence Allen:** No, problem.

**00:35:00**

**Suzie Hessman:** Yeah, my barrier has been everything I've been dealing with my daughter over the last year, has been extremely intense and work. So yeah, it hasn't been in my top priority. Obviously. and so

**Lawrence Allen:** Okay, I completely understand. That's why I made that comment on should be a whole committee as a whole at least it's a committee and then you can discuss it as a whole I shouldn't fall on your shoulders. You all have some very talented people here and experience people on this committee. And very smart people that know the system and know the initiatives DDD is working on. so I really think that you utilize the talent of your committee.

**Suzie Hessman:** Yeah, that's a great idea. I think committee what I will do then this next week is reach out to each one of you individually and talk to you about, having a particular. Are assignments so that we can compile that as soon as possible.

**Lawrence Allen:** Thank you, Suzie.

**Suzie Hessman:** Yeah.

**Lawrence Allen:** Sorry did you have a question?

**Teresa Brooks:** I do. Can you tell me what's in this report?

**Lawrence Allen:** Yes. it's not a lot but it's really just kind of what you're working on, your blueprint of what you've been hearing with what has the committee been doing. What are your challenges. What are you hearing from the members back to the committee? How are the new rollouts working the new policies? How is it affecting the members? What are you seeing? What are you hearing? There is a list of initiatives in the manual that I'd be happy to send out to the committee on the kind of the action items that go into that report and it's sort of a guide. Some of it, you've been working on and some of that may not have



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been working on and that's okay too, but they just want to know the challenges and the successes and the barriers, if any, that sort of thing. So. But I'd be happy to send that back out to the committee.

**Teresa Brooks:** Thank you.

**Lawrence Allen:** Absolutely.

**Lawrence Allen:** That's really all I had. Sarah, do you have something?

**Sarah McGovern:** I was just going to ask if there's a template there in that?

**Lawrence Allen:** What I will do is I'll send the report requirements or what the template, kind of what it should look like, and I will send last year's report back out to the committee for you all the look at.

**Sarah McGovern:** Yeah.

**Lawrence Allen:** And that just follows that same format and Suzie has done a great job on doing that report. And it's pretty much the same thing, which she's been working on, which she submitted. So does it be a good guide for you guys as you go and actually fill that report out.

**Suzie Hessman:** Larry, this is Suzie. Can you also resend me the email addresses of all the people that I need to disseminate the report to? Thank you. Okay.

**Lawrence Allen:** Of course. Yes, I'd be happy to, be happy to.

**Sarah McGovern:** All right.

**Lawrence Allen:** thank you so much for allowing me to say that and I appreciate that. So. Thank you.

**Sarah McGovern:** Any other updates or that? Okay.

**Lawrence Allen:** That's it. Thank you.

### **Health Plans Liaisons Updates**

**Sarah McGovern:** Then I think we're moving to the Health Plan liaison updates. And Michelle, I'm not sure if everybody who represents what if you would kind of lead that.

**Michelle Rademacher:** Okay. I know that Ian is available. He was present from United Healthcare Ian.

**Ian Wilson UHC:** Yeah. Yeah,...

**Michelle Rademacher:** Did you okay?

**Ian Wilson UHC:** I'm here Yeah, thanks. I'm good. I don't know updates from United Healthcare just here to field any questions should anybody have any?



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**Sarah McGovern:** Actually, I do have a question. And my son is through United Healthcare.

**Ian Wilson UHC:** Absolutely.

**Sarah McGovern:** We went in to get his covid and flu vaccinations. For some reason they refuse to do his COVID vaccination saying he had to be 19. And they gave us a printed out form about it denying the service.

00:40:00

**Ian Wilson UHC:** Interesting, okay.

**Sarah McGovern:** but he's already had three previous covid boosters. So it was a little strange. I did pass the piece of paper. I did show our support coordinator because he'll be 19 in January, but it was a bit of a barrier to getting that vaccination done.

**Ian Wilson UHC:** Yeah, that's interesting. That's actually not something. I'm super familiar with, but I would be more than happy to dig into it and just see if there's some kind of policy that I'm not familiar with Sarah and I'd be happy to get back to you with that.

**Sarah McGovern:** Okay, it was a little odd, so

**Ian Wilson UHC:** Yeah that sounds strange to me as well. So let me look into it and then I'll get your email maybe before we part and I can email you or response. Okay?

**Sarah McGovern:** Okay. Thank you Ian.

**Michelle Rademacher:** Thank you Ian. I don't see anyone on the line from Mercy Care and we didn't have anyone introduce themselves from Mercy Care. So we don't have a representative currently from that Health Plan.

**Sarah McGovern:** Just putting my email in there for Ian. All right.

**Sarah McGovern:** And so are we done with Health Plan updates? Okay, so...

**Michelle Rademacher:** Yes.

### **DDD IOC Liaison Update**

**Sarah McGovern:** Then we have the DDD IOC liaison update. I believe that's back to you, Michelle.

**Michelle Rademacher:** Thanks. Yes, just a really short update for me. I just wanted to remind the committee that the next DDD IOC Statewide chairs meeting is scheduled for January 16th at 5:30 pm. I wanted the committee members to know that the meeting is open to all IOC members. And following Robert's Rules of Order, the committee for this meeting would be considered the IOC chairs and the vice chairs and any attending members, who are not a chair or the Vice chair, would be considered guests.



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That means you're attending for information only and limited input but you're all invited to attend and receive that information firsthand. Just let me know. I'll extend an invitation to you and it's over the same platform that we have here at Google platform. And that's the extent of my update.

**Sarah McGovern:** And thank you for having those move to an evening. I actually think I can make that one because of the evening hours. So thank you. That's really helpful.

**Discussion, Review, and possible action on Committee Memberships**

**Sarah McGovern:** have we had any committee membership applications?

**Michelle Rademacher:** No, I have not received any applications in the past month.

**Sarah McGovern:** Okay.

**Michelle Rademacher:** DDD has two Volunteer coordinators now that have on boarded over the last month. And that was one of the reasons I believe Michaela wanted to attend was to kind of listen in to get more information about what the IOCs are about so that she's going to help with that recruitment and so we hope to see some applications come in the future.

**Sarah McGovern:** Great.

**Discussion and Review of Incident Reports and Behavior Plans**

**Sarah McGovern:** All right, so There's no further discussion. We can move to the incident reports and review of incident reports and behavior plans. I'm not sure. I know that we're a little bit behind in some areas on our incident reports. Does anyone need, I can send out tomorrow an email with everybody's assignments Teresa. You have a question?

**Teresa Brooks:** It's just a quick comment. I'm almost done with all of mine. I have one and a half folders left. And I just haven't sent it in yet. So I will be doing that.

**Sarah McGovern:** Okay, I thank you so much. I mean these can be there you can get folder that's got three and then you can get a folder that's got 50. So I totally get it the one with 50.

**Teresa Brooks:** Yes. Whatever. I don't know what's in that other last folder yet. So.

**Sarah McGovern:** Yeah, I totally get it. Thank you for working at that. Does anybody have any questions or comments or concerns about the incident reports?

00:45:00

**Kin Counts:** I do it's the same thing that we brought up about the name thing Trudy or Joan. I always encounter a lot of issues, being efficiently review the incident reports because names have been Blanked out. all the names because sometimes today is an incident. They're two or more providers involved. And





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then if they are being Blanked out. We do not know who is who? So it's very very difficult, because I don't know who is the one who goes through it to review it before it reaches us. Sorry, my son is. My son is in the background. so I do not know who has gone through it and then just blank the name without going through Reading what is actually going on because I mean, it really doesn't make sense when you have all the names blanked out. The whole incident doesn't make any sense. So that's why I just wonder that, I think we have brought this up before, if they could just name the stuff. You don't have to give us the name you can the name, say Hey staff A, Staff B, and Staff c say so we know staff A talked to member and staff C interfere, things like that. So, how do I? I mean it's very difficult for us today. And we cannot read minds. So it's whatever is based on what is being written there. We look at it. We think about it and then we kind of make comments if they're any needed. So that's my question and The other question is for those clothes. That means those cases that already closed. I mean, what is the purpose of us going to so if we have questions are they going to reopen it and answer those questions because they already closed. So that means is a done deal. So when we are reviewing it, I mean, what's the objective of doing that? I mean, I don't mind doing. I mean I understand but what is it? So after we write the comments? Are if you find out there's something. Are they going to so-called reopen? The whole case and then look at it that way. So I just want to have a better understanding of how this is being done. Although when we go through what 20 30 40 every time whatever and then in the end, it's like you only got the answers back three months later. I mean then what is the objective so That's all. Thank you.

**Sarah McGovern:** And that does make sense Sometimes when I'm commenting on something. I'll think. wait. This is already closed. I think we had and Suzie you can tell me if I'm wrong on this but that we had started doing that. So We had all the information we weren't commenting on Midstream and then there was more information or more investigation after the fact, but Joan you raised your hand.

**Joan McQuade:** Yes, I did. I think the benefit of seeing a closed report because when you see one that's open. All you're going to see is what happened. And then it's going to be investigated. Once it's been closed you'll be able to see whether or not the agency has responded with the documentation. And also what qmu has determined whether or not this is substantiated. so that you can see whether or not DDD is doing their job in regard to investigating the incident right Trudy. Because if you just see an open incident when you...

**Trudy O'connor:** Yep, totally agree.

**Joan McQuade:** because they get pulled onto the two different times, it's when it's very first opened. And then if it sits and is being investigated, let's say for three weeks. That incident is not going to get pulled again until it is closed. So it just gives you a really good picture of what was done. So that if you do have questions. It would be why did DDD unsubstantiate this or why wasn't this or that looked at that those are things that can go back to Quality and they'll be able to come back and answer those questions or address them? Because otherwise, all you're going to have is just the incident. And who knows what direction that's going to take sometimes? More information questions. I shouldn't say sometimes quite often. There's a lot more information added once it's been investigated a lot of the things like the behaviors you can see this happened. And it's not even investigated the agency did what they were supposed to do DDD doesn't have an issue with it. They followed the process. So it just gets closed.



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00:50:00

**Kin Counts:** So why do we need to review the open cases then? I mean since the information is incomplete. So we are just looking at it.

**Joan McQuade:** Then You don't have to.

**Kin Counts:** Oh because

**Joan McQuade:** Each committee Requests what you want to have sent to you. we redact all of them.

**Sarah McGovern:** Yeah.

**Joan McQuade:** And the ones that you want to look at we send to you the rest are placed in the archive so that if anything ever comes up about an incident. It'll be there for you to look at. But I believe there's specific categories the district East chooses to look at. If you don't want to view the open ones' have You can just choose to look at the closed incidents so that you can see from beginning to end what transpired and ask questions, based on that information. Does that make more sense?

**Kin Counts:** Yes, I guess yeah, I mean, I'm just wonder initially because once it's closed let's say we have questions y'all will go back and review it even though it's closed. Okay.

**Joan McQuade:** Right, you still can ask questions and then Those are the questions that get sent to Trudy. And the people on her team address them or Elevate them whatever is necessary.

**Kin Counts:** It's okay.

**Trudy O'connor:** Yeah, and if there's something that we missed or that question that you have that maybe makes us think of it differently. we can always dig further. There's nothing that would prohibit that.

**Kin Counts:** Okay, that's good. Yeah, because I thought this one's closed. Is that okay back to the shelf close?

**Trudy O'connor:** Uh-huh. No no and when you have comments about IRS that you've reviewed, there are times when I'm submitting those comments then to the member's team. So that gets passed along, okay.

**Kin Counts:** Yeah, and then the other way is just the main part. I hope they will put in some names for us.

**Joan McQuade:** the main issue there Kin is

**Trudy O'connor:** Yeah.

**Joan McQuade:** the quality department has to take the information exactly the way that it's provided by the agency. They can't modify that. And then we're required so they can't change. Suzie to staff one and Mary to staff two they can't make any changes. And then when we go into redact. We can't make any changes either. So we pull out the names of the staff. We pull out the last names of the members. We pull



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out the Guardians names. So, I mean I've been auditing redactions. And I've seen a lot more staff one, staff two. Or using Prog PD for program director and things like that, which is much more identifying. That they seem to have started going back, have you noticed that as well Trudy.

**Trudy O'connor:** So I haven't noticed that that's been changed. I think it just depends and...

**Joan McQuade:** Yeah.

**Trudy O'connor:** I think also, we do have a new IR form. That is a little more detailed to and so that might be lending itself to identifying each staff by staff one staff two. or...

**Trudy O'connor:** their titles, I usually prefer that regardless. It just helps keep them all straight. Yeah.

**Joan McQuade:** Absolutely.

**Sarah McGovern:** Yeah. Yeah. Alright Teresa.

**Trudy O'connor:** Yeah.

**Sarah McGovern:** Thank you. Teresa you had a question.

**Teresa Brooks:** Yeah, thank you. So. I just want to understand this process a little bit. For instance, I was going over a human rights neglect incident report and there was a complaint regarding the upkeep of a member's living space. And then in the investigation they found that there were medication errors. And so my question is it's under human rights and neglect, but then there's a medication error. Are those tracked? or does it just go Neglect? I'm just curious about that.

00:55:00

**Trudy O'connor:** Yeah, so sometimes you see the initial or opening allegation is unsubstantiated, but based on the information that we've received that we find more. So then there are additional categories that are added to that and all of that can be tracked.

**Teresa Brooks:** Okay. I just wanted to make sure...

**Trudy O'connor:** Yes.

**Teresa Brooks:** because that's kind of a bigger deal than A messy room in most cases,...

**Trudy O'connor:** Yeah. And...

**Teresa Brooks:** right? Okay.

**Trudy O'connor:** then all of those things that are then substantiated then become part of their remediation or corrective action. That then we're making sure is happening. So they're making the changes to prevent that from future occurrences.



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**Teresa Brooks:** And so if this one had a medication error and say they've had some other ones those are all tracked and after so many then it becomes like a red flag for them.

**Trudy O'connor:** A brand Yes. Yeah. Yeah, and...

**Teresa Brooks:** Okay.

**Trudy O'connor:** Then, if we start seeing a trend then those can become a new case. So we can Trend those things and...

**Teresa Brooks:** Okay.

**Trudy O'connor:** then open up something new. That's just based on trending.

**Trudy O'connor:** Yeah. Sure.

**Teresa Brooks:** Thank I thought that was probably the case that I just wanted to make sure.

**Trudy O'connor:** Yeah, yeah. that's

**Sarah McGovern:** And on a lot of those incident reports now if you kind of go down towards the keep down and down and down do if there's an incident how many incidents have happened between that they're keeping you can get a number some of them were 19 since January 1 and then some only head we had one other incident or none. So that is kind of helpful, too. To see a trend right there on the incident report.

**Teresa Brooks:** Yeah, I noticed some of them had that so.

**Sarah McGovern:** I will email out. I'll just send an email out tomorrow about the assignments just for everybody. And again, if you're having trouble accessing or having any issues just send me an email and all contact Michelle. So anyway All right.

**Trudy O'connor:** Just so then on those questions that are then coming to myself then I am working with our staff to respond to those questions. It's a bit of a process learning how to do that, but I'm working so that it will be smoother and more current process for those responses

**Sarah McGovern:** Excellent. Thank you and Michelle. Do you have a question there or comment?

**Michelle Rademacher:** I just wanted to let the committee know if you run into an incident report and Kin had had this issue where you just can't make sense of what the notes look like in the report.

**Michelle Rademacher:** Please bring that to my attention and I will send it to Trudy sometimes since transcription errors occur when they're inputting in our Incident Management System. And what comes out in the text for the summary notes for the fact finding notes is gibberish and we came across that just this past month. Kin identified one that made absolutely no sense at all. And yes, it did have a lot of



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names redacted out of it which made it even more difficult. But on case by case scenarios for these reports we can work with you on that so that we can make sure that you grasp the full concept of what's going on there and we would like to do that.

*Trudy O'Connor: Yeah that was a good catch. I am glad you brought that up to us Kin.*

**Kin Counts:** You're welcome.

## Adjournment

### Motion and Vote

**Sarah McGovern:** Alright So if we don't have any more concerns about that then we could move to adjourn correct? Okay. Let me just find my place here. So if I'm going to adjourn, I need to move and have somebody. I put a motion and then somebody seconds it. Is that correct?

01:00:00

**Michelle Rademacher:** You would ask if someone would have a motion to adjourn.

**Sarah McGovern:** So I'm asking for a motion for the adjournment of the District East IOC well Independent Oversight from executive session or public meeting

**Suzie Hessman:** This is Suzie. I make a motion that we adjourn the meeting.

**Sarah McGovern:** Do we have someone to Second it?

**Kin Counts:** This is Kin Counts, I second.

**Sarah McGovern:** Okay, thank Kin. So our next scheduled meeting will be held on, I believe January 10th, is that correct?

**Michelle Rademacher:** That is correct.

**Sarah McGovern:** Okay on January 10th same time, well close to the same place, maybe a different path, but Anyway, everybody have a lovely holiday.

**Lawrence Allen:** Happy holiday.

**Suzie Hessman:** Yes. Thank you, happy holidays...

Meeting ended after 01:01:48 🙌



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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/Yolanda*

*Medication Errors- Kin*

*Neglect - Sarah*

*DA/All IRs - Beth*

*Accidental Injury - Rebekah*

*PRC – Rebekah*

*None currently- Tonia*

For **November IRs**, the Committee members have been loaded in the shared drive **509** incident reports. This included **50** open and **459** closed reports. ATPC had **13** totals with **2** open and **11** closed.

<b>Type</b>	<b>Open</b>	<b>Closed</b>
Accidental Injury	<b>0</b>	<b>58</b>
Consumer Missing	<b>1</b>	<b>10</b>
Deaths	<b>1</b>	<b>4</b>
Emergency Measures	<b>2</b>	<b>35</b>
Human Rights	<b>5</b>	<b>6</b>
Legal	<b>4</b>	<b>5</b>
Medication Errors	<b>0</b>	<b>25</b>
Neglect	<b>23</b>	<b>38</b>
Other Abuse	<b>6</b>	<b>11</b>
Other Behavior	<b>0</b>	<b>181</b>
Other Hospitalization, Unknown injury	<b>2</b>	<b>74</b>
Physical Abuse	<b>8</b>	<b>7</b>
Property Damage	<b>1</b>	<b>0</b>
Suicide	<b>0</b>	<b>5</b>
<b>TOTALS</b>	<b>50</b>	<b>459</b>

Number of Questions for Quality Assurance Manager: **23**

Members of the committee will comment on incident reports directly and the liaison will send them to the Quality Improvement Manager.



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The Program Review Committee (PRC) is being attended to by **Keith Jansen**. Reviewed by **Rebekah Gigiotti**.

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**Adjournment**

**Sarah McGovern** adjourned the meeting at 6:02pm. The next District East IOC meeting will be held on Wednesday January 10, 2024, at 5:00 pm. The meeting will be a virtual meeting.