

DEVELOPMENTAL DISABILITIES
ADVISORY COUNCIL

2018 ANNUAL REPORT

**DEVELOPMENTAL DISABILITIES ADVISORY COUNCIL
MEMBERSHIP ROSTER**

Developmental Disabilities Advisory Council (DDAC)
Arizona Revised Statutes § 36-553

To contact the DDAC you may email DDAC @azdes.gov or call 602.542.6850 or 866.229.5553

NAME	MEMBERSHIP CATEGORY	TERM EXPIRATION
Elizabeth Archuleta (awaiting re-appointment)	(1) Parent/Guardian of Child Under 18 with a Developmental Disability	01.01.2017
	(2) Parent/Guardian of Child 18 older with a Development Disability	TBD
	(3) Parent Guardian of Child Served through the Arizona Early Intervention Program (AzEIP)	TBD
Trevor Rogers	(4) Private Sector Provider of In-Home Services	01.01.2021
Richard P. Hargrove (awaiting re-appointment)	(5a) One of two Members of the Private Sector Provider of Residual Services Representative	01.01.2016
Gina Judy (awaiting re-appointment)	(5b) One of two Members of the Private Sector: Provider of Adult Day Services Representative	01.01.2017
	(6a) One of two Members with a Developmental Disability who Receive Services from the Division	TBD
	(6b) One of two Members with a Developmental Disability who Receive Services from the Division	TBD
	(7a) One of two Members each Representing a Different Developmental Disability Advocacy Organization	TBD
	(7b) One of two Members each Representing a Different Developmental Disability Advocacy Organization	TBD
Renaldo Fowler (awaiting re-appointment)	(8) Designated Protection and Advocacy Representative	01.01.2017
Jill R. Ryan	(9) Nonprofit Providing Direct Advocacy Representative	01.01.2018
Virginia Rountree	(10) Director (or designee) of the Arizona Health Care Cost Containment System (AHCCCS)	Non-Voting
Dr. James (Charlie) Green	(11) Assistant Director of the Division of Developmental Disabilities	Non-Voting
	(12) Developmental Disabilities Planning Council Member	TBD
	(13) Foster Parent Representative	TBD
Karen L. Van Epps	(14) Human Rights Committee Member	01.01.2018

Developmental Disabilities Advisory Council

Annual Report

2018

This Annual Report is generated for the 2018 Year. Each Member of the Advisory Council has a unique perspective, based upon the Council Member's Area of Representation, and has given The Department of Economic Security's Assistant Director, Dr. Green, information and counsel, per that perspective.

Issues Identified by the Council

DDAC 2018 Report

During 2018, the Developmental Disabilities Advisory Council revisited its commitment to perform the requirements of the Council as listed in A.R.S. 36-553, focus on new acquisition of new members, streamline member reporting during open meetings, and hold meetings in each District of Arizona (North, South, East, West, and Central).

A.R.S. 36-553 REFERENCE:

- A. R. S. 36-553. Developmental disabilities advisory council: membership: duties
- A. The developmental disabilities advisory council is established consisting of the following members:
1. One parent or guardian of a child who is under the age of eighteen years and who is developmentally disabled.
 2. One parent or guardian of a child who is eighteen years of age or older and who is developmentally disabled.
 3. One parent of a child who is served through the Arizona early intervention program.
 4. One member of the private sector who represents an agency that is certified to provide in-home services to persons with developmental disabilities.
 5. Two members of the private sector who are contracted with the division to deliver services to person with developmental disabilities, one who represents a provider of residential services and one who represents a provider of adult day services including employment services.
 6. Two members with a developmental disability who receive services from the division.
 7. Two members each representing a different developmental disability advocacy organization.
 8. One member from the designated protection and advocacy organization.
 9. A member representing a nonprofit organization providing direct advocacy to families with developmentally disabled children.
 10. The director of the Arizona health care cost containment system administration or the director's designee. This person is a nonvoting member.
 11. The assistant director of the division of developmental disabilities. This person is a nonvoting member.
 12. One member from the developmental disabilities planning council.
 13. One member representing foster parents of children with developmental disabilities.

14. One member from the human rights committee on the developmentally disabled established by section 41-3801.

- B. The governor shall appoint all voting members. Voting members and their families shall not be employees of the department of economic security. In making these appointments the governor shall select at least five members who are clients or guardians, parents or other family members of persons with developmental disabilities. One of these five voting members shall represent a person who is eligible for long-term care services pursuant to chapter 29, article 2 of this title. The governor shall also consider geographic representation in making these appointments.
- C. Council members appointed pursuant to subsection A, paragraphs 1 through 9 and 13 and 14 of this section shall serve staggered three-year terms. No members may serve more than two full terms. A vacancy occurring on the council shall be filled by the governor appointing another qualified person to serve the remainder of the term.
- D. The council chairman shall be chosen annually by a majority vote of the council. A majority of voting council members constitutes a quorum.
- E. The council shall meet in each district at least once a year.
- F. The division must allow the council to review new policies and major policy changes before the divisions submits the policies or changes for public comment.
- G. The council shall review auditor general reports regarding the division and services provided by the department of health services.
- H. Council members are not eligible to receive compensation, but council members appointed pursuant to subsection A, paragraphs 1 through 9 and 13 and 14 of this section are eligible to receive reimbursement of expenses pursuant to title 38, chapter 4, article 2.
- I. The council shall review and make recommendations to the division regarding:
 - 1. Coordinating and integrating services provided by state agencies and providers that have contracted with state agencies to provide developmental disability programs.
 - 2. The health, safety, welfare and legal rights of persons with developmental disabilities.
 - 3. The division's plan for service delivery and improvement.
 - 4. Establishing and reviewing division policies and programs.
 - 5. The cost-effectiveness of division services.
 - 6. Assessing the division's annual needs.
 - 7. Selecting the assistant director of the division.
 - 8. Monitoring the division's annual budget.
 - 9. The sale or lease of the real property and improvements on the real property formerly used by the department of economic security for the Arizona training program in Phoenix.
- J. The council shall oversee and approve expenditures of monies from the developmentally disabled client services trust fund established in section 36-572 following expenditure guidelines established by the council.
- K. The council shall provide the public with an opportunity to address the council at regularly publicized meetings.
- L. The council shall submit an annual report of activities to the director, the governor, the president of the senate and the speaker of the House of Representatives by December 31 of each year.

M. The department shall make meeting space available to the developmental disabilities' advisory council at locations and times convenient to the council and shall provide secretarial and other staff support.

DDAC Areas of Emphasis During 2018

During 2018, the DDAC placed a greater emphasis on ensuring the requirements of the Council as listed in A.R.S. 36-553 were carried out.

The Council evaluated its current membership and discussed the best approach to keep the Council moving forward with the dwindling membership and expiring terms.

To ensure a DDAC continued to meet as many of the objectives of A.R.S. 36-553 were met, Council members agreed to review membership and terms at each meeting until existing member terms were clarified and new members were added to the Council. DDAC meeting agendas will reflect membership of the council continued to be a leading topic at each meeting throughout 2018.

Early in 2018, the Assistant Director of the Division, Maureen Casey, and various Division of Developmental Disabilities representatives agreed to communicate with the Office of the Governor to advocate for additional appointments to the Council.

Later in 2018, new Assistant Director of the Division, Dr. Green, renewed the commitment to communicate with the Office of the Governor to advocate for additional appointments to the Council. While the Council did add a new member, several required categories of membership remain unfilled at the end of 2018.

The council dedicated itself to also meet in each district at least once a year as required in A.R.S. 36-553. In order to accomplish this, the Council revised its method of to meet this requirement by combining general meetings with open forums in each District.

Given the change in approach to meetings and the Assistant Director change, it was difficult to conduct a DDAC meeting and an outreach meeting in each District in 2018. Meetings were held in Phoenix, Flagstaff, Tucson, Coolidge, and Avondale. This provided Council members an opportunity to conduct general Council business, hear from the public, observe Division Kaizen Events in several districts, tour operations in various districts, and conduct open forums to obtain feedback from members and families.

In order to ensure efficiency of Council member reporting and accuracy of reporting in the Annual Report, the Council agreed to streamline reports and ensure reports were linked to the required areas of reporting indicated in A.R.S. 36-553 and/or the break through objectives of the Division of Developmental Disabilities.

The break through objectives identified by the Division at the beginning of 2018 included:

- timeliness of service
- quality of service
- a high performing workforce
- AMS deployment (AMS deployment includes the ISP Interim Pilot document, huddle boards and Lean management principles)

In addition to this emphasis, the following reporting form/format was created to aid Council members in reporting:

DDAC COUNCIL MEMBER REPORTS

In order to efficiently and effectively meet the requirements of A.R.S. 36-553, Council members will limit discussions, feedback, and input to the requirements of A.R.S. 36-553, Division updates, and Division initiatives. Current verbal reports by individual council members will be replaced with an opportunity for the Council member to submit a brief written report at each meeting. This is a significant change in the way the Council is currently providing feedback during Council meetings. These reports will provide feedback to the Division of Developmental Disabilities.

Reports will include the Council member name, a topic that is in line with the Division 's objectives and will answer the question "The following information is provided as feedback related to the break through objective: _____and/or the health safety, welfare, and legal rights of persons with developmental disabilities."

Current break through objectives include: timeliness of service, quality of service, a high performing workforce, and AMS deployment (AMS deployment refers to the ISP Pilot and huddle boards).

REPORTING MONTH/DATE: _____

COUNCIL MEMBER NAME: _____

REPRESENTATIVE A.R.S. 36-553 CATEGORY {See Section A Below}: _____

The following information is provided as feedback related to the break through

Objective: _____

and/or the health safety, welfare, and legal rights of persons with developmental disabilities.

REPORT: _____

REPORT: _____

It should be noted that Council meetings reviewed A.R.S. 36-553 and the Division's breakout objectives were reviewed at each Council meeting held in 2018.

While the form/format was approved by Council members, members did not routinely use the written reporting form/format for reports. As a result, no written member reports are attached to this Annual Report.

During 2018, Division of Developmental Disabilities routinely forwarded new policies and major policy changes to members of the Council before the divisions submitted the policies or changes for public comment. While this process improved dramatically over previous years, Council members continue to struggle with the ability to provide adequate feedback on policy changes in a timely manner. The Division of Developmental Disabilities and members of the Council will continue to work towards improving the efficiency and effectiveness of this process.

The council requested information from the Division related to the auditor general reports regarding the division and services provided by the department of health services. While reports were not distributed to Council members, verbal updates were provided by the Division during general council meetings when requested.

Throughout 2018, the council routinely reviewed and made recommendations to the Division regarding: the health, safety, welfare and legal rights of persons with developmental disabilities, the division's plan for service delivery and improvement, and the coordination and integration of services where possible.

The Council continued to obtain feedback throughout the year from families and providers regarding inadequate rates that continue to result in an inability to hire qualified individuals to provide adequate quality of care to members in all service lines. The Council continued to gather concerns from members and families related to the increasing minimum wage and the lack of funds available to pay direct support professionals a wage commensurate with the level of training and skills required for individuals filling these positions.

While rates may be considered "cost effective", paying direct care employees at/near minimum wages have resulted in an inability to hire qualified individuals to provide direct support to members across the State of Arizona.

The lack of qualified workers has continued to increase with each minimum wage increase by the State of Arizona. Minimal increases in rates have failed to cover the actual cost of each increase in minimum wage. These situations have resulted in a direct support professional workforce crisis. The Council continued to express concerns related to the cumulative loss effect of the increase in provider cost vs the increase in rates (illustrated below) that appears to be one of the greatest factors related to the direct service workforce crisis and identified the direct service workforce crisis as one of the most critical needs of the Division to address in 2019.

	Min Wage	Cost Increase Per Hour Per Service	Average Increase Provided Per Hour Per Service	Average Difference
January 1, 2017	Avg Min Wage of \$9.38 to \$10	\$0.62	\$1.05	\$0.43
July 1, 2017	Earned Paid Sick	\$0.25	\$0.21	(\$0.04)
January 1, 2018	\$10.50	\$0.50	\$0.16	(\$0.34)
January 1, 2019	\$11.00	\$0.50	\$0.16	(\$0.34)
January 1, 2020	\$12.00	\$1.00	\$0.31	(\$0.69)

The Total Loss Per Hour Per Service by Jan. 1, 2010: **(\$0.98)**

In addition to the direct service workforce crisis, the Council provided input and feedback to the Division related to concerns surrounding wait lists for therapies, a lack of providers in therapies, lack of attendant care workers, a lack of respite care workers, and a lack of direct support professionals to provide day and residential services.

The Division provided a general overview of the Division's budget request for 2018.

The council continued to oversee and approve expenditures of monies from the developmentally disabled client services trust fund established in section 36-572 following expenditure guidelines established by the council. The fund was swept approximately 10 years ago. The Council continued to provide strong advocacy for restoration of funds, but fund restoration has been minimal, and the funds are almost entirely depleted. The funds offered one-time financial assistance to aid members in remaining in family homes or other least restrictive environments.

During 2018 the Council determined the need to work collaboratively with the Division and the Governor's Office to determine the next steps for the fund.

During 2018 a change in Assistant Directors for the Division of Developmental Disabilities took place. While the Council was disappointed that they were not provided an opportunity to review and make recommendations to the division regarding the selection of a new Assistant Director of the Division (as required in A.R.S. 36-553), the Council was pleased to have the opportunity to meet and begin working collaboratively with the new Assistant Director quickly upon his hire.

Conclusion of 2018 DDAC Annual Report.

Respectfully submitted by:

DDAC 2018 Chair, Gina Judy

Date