



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Michael Traylor
Director

Developmental Disabilities Advisory Council Minutes

Wednesday, January 9, 2019

Phoenix, Arizona (Cholla Office)

MEETING: 2:00 PM - 4:00 PM

AGENDA:

- Welcome
- Introduction of Council Members
- Approval of December 2018 Minutes
- Document of Public Record
- Public Forum
- DDAC Member Roster Overview
- Nominating Committee Report - 2019 Chair, Vice Chair
- AZ DES DDD Report
- DDAC Statute Requirements
- Client Services Trust Fund
- Status of Article 9
- ACDL Representative Payee presentation
- Submission of Reports by Members
- Call to the Public
- Adjourn

INTRODUCTION OF COUNCIL MEMBERS

- Chair Gina Judy
- Vice-Chair Liz Archuleta
- Renaldo Fowler
- Rick Hargrove
- Trevor Rogers
- Jill Ryan
- Karen Van Epps

APPROVAL OF DECEMBER 2018 MINUTES

Three changes to the Dec 5, 2018 Meeting Minutes were requested.

- Under Client Service Trust Fund, 1st: Treavor Rogers changed to Trevor Rogers
- Under Client Service Trust Fund, 2nd: Rick Fowler changed to Rick Hargrove



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- Under Submission of Reports, 1st: Karen Van Epps – “Behavioral Health Issues – can’t get into group homes, parents can’t fix, need to improve relationship with the RBHA.” reinstated to minutes
- Under Submission of Report 3rd: Brad Doyle was guest, comments moved to Call to the Public Unanimous vote to approve minutes, as amended.

Document of Public Record

Alissa Vander Veen, DDD – ADOA recommended we record the meetings and use the recordings as the minutes. To supplement the minutes, there would be a bulleted summary so public could go directly to discussion in areas of interest.

Karen Van Epps – Still need paper as some members do not have electronic capability to hear recordings.

Renaldo Fowler -- Will have to make it so hearing impaired can have access.

Action: Alissa Vander Veen will work on format before next meeting

Call for vote on piloting new system of minutes at next meeting – Unanimously approved

Public Forum

Renaldo Fowler – Can we create structure or format for the Public Forums, to make them more productive?

- Suggest start the forum with attending DDAC members speaking about the role of DDAC at the forum.
- Set a time limit for each person to concisely state their concern. If it is involved, have person write out more detail for follow up by appropriate source
- Rick Hargrove – Jill Ryan agrees: In the past it was very helpful for the DDD HERO team to take a person aside and work their problem or concern right at the forum if possible. That keeps personal details more private and allows more people to be heard.
- Leah Gibbs – Members of the HERO unit can attend the forums

Liz Archuleta –

- It would be good to create a flyer to be handed out at the forum (or on website) on how forum will be run (structure). Add form to fill out as that gives people a chance to write out the details of their concern and bring it to the meeting. Then easier to work with HERO team at the meeting.
- Ask not only for concerns or problems, ask for amazing things. Positive feedback is a great thing we forget about sometimes.
- As others have pointed out at several meetings, meetings should be held in geographic areas that have not been hosted before, or not recently, and in a public place to encourage more people to attend as some are put off by having to sign in and be escorted in a DDD facility
- ACTION: Council members have contacts throughout Arizona communities. Council members should speak with contacts and provide Linda Page with suggested sites to hold meetings and forums. Urgently need help with March meeting. All other council members agreed.



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- ACTION: Liz Archuleta and Gina Judy will write up the process and create a form

DDAC MEMBER ROSTER OVERVIEW

Alissa Vander Veen notified the council that the applicants for positions on the council have each been contacted for current interest in serving and updated contact information. The applicants are being asked which position(s) they are interested in and feel they are qualified for. List will be complete by January 22, 2019.

AZ DES DDD REPORT

How IRFP changes will be communicated with members

Joe Trentacoste, DDD Communications -- Mail, Robocalls, Email and Web posts will be used to reach every member.

- IRFP award(s) scheduled for April 2019.
- Mail - Three letters will be mailed to members after contracts are awarded approximately April 2019, May 2019, and September 2019. Letters will contain:
 - Open enrollment announcement and instructions
 - Confirmation letter
 - Welcome letter
- Robocalls -
 - Division will be using robocall service to let members know about mailed letters and open enrollment as well as directing them to customer service and the DDD website.
 - Calls begin April 2019 and run through June 2019
- E-mail
 - Currently have email addresses for 45% of members
 - Autumn Member Newsletter request for email addresses via Customer Service or Support Coordinators
 - Instituting monthly email newsletter to supplement three printed versions
 - January Newsletter awaiting AHCCCS approval and emailed to 15455 members
 - Monthly newsletter will direct members to mailed letters and website
- Website
 - All DDD pages are being redone for April launch
 - Pages for all three mailed letters will be linked from the email newsletter and DDD member resources
 - Health Plan pages including overview and updated FAQ
 - At October release new webpages with page for each health plan provider



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Leah Gibbs, DDD –

- The IRFP is looking for vendors that can provide services for both behavioral and physical health under one agency. This will impact about 32,000 out of 40,000 members.
- Leah is working with Joe Trentacoste coordinating meetings around the State to hear what questions our Stakeholders and families may have regarding the IRFP in order to prepare written responses in preparation of the contract awards. When IRFP awards are made these questions/concerns will be addressed, possibly in a FAQ format (no final decision has been made on how to address these questions/concerns at this time).
- Jill Ryan – Please notify DDAC when/where those meetings will be held. Leah responded that DDAC is a Stakeholder and will be notified. Also, there should be other populations invited. Her staff are working with support coordinators to identify participants.

DDAC STATUTE REQUIREMENTS

DDD Plan for Service Delivery and Improvement – Dr. Charlie Green, DDD Assistant Director

- DDD's focus is to get services to all people who need them. Nicolette Fidel is heading a team to work on this solution.
- A big problem is to find providers to fill the need, especially in rural areas
- Rick Hargrove – Need to use \$ incentive to providers to go out to where the need is
- In the past, there has been somewhat of an adversarial relationship between DDD and providers. We cannot be successful as adversaries and our members will suffer. DDD is working to become partners with providers. With that and the DDD staff embracing AMS (Arizona Management System) services and timeliness have dramatically improved. We have created metrics to track these and are always searching to improve results.
- DDD's job is also to support the DDAC. If there are problems or concerns, reach out to the Assistant Director and he will work to bring light on the subject to resolve them.

Stakeholder and Community Outreach Status – Leah Gibbs, DDD

Leah reported she is working with her supervisor to develop a Charter for the Stakeholder group for Dr. Green.

DDD Annual Budget – Zane Garcia Ramadan and Patrick Hays, DDD

The presenters were unable to attend this meeting.

ACTION: Add presentation to next agenda



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CLIENT SERVICE TRUST FUND

The committee (Rick Hargrove, Trevor Rogers and Karen Van Epps) was unable to meet prior to this meeting to discuss possible options and next actions.

ACTION: Committee will meet and report to the council at the next meeting.

ARTICLE 9 – Tina Schulze, Megan Woods, Rameshwar Adhikari, DDD

- Article 9 protects the rights of members; doesn't mean they can't be restricted. There is a lot of confusion about what the limits are in the current Article 9.
- There may be some training needed to educate people on limits. Training staff have been involved along the way.
- Liz Archuleta asked for explanation of changes.
- Revisions are mostly to add definitions, update language and terminology, reflect current best practices, and give a better understanding of how to achieve the goals of Article 9.
- The current plan is to post the revisions online on January 23, 2019 for comment. This may change.
- Karen Van Epps – High functioning are often taking advantage of the confusion on just what Article 9 allows and doesn't allow. People err on the side of caution when restricting freedoms, so they do not get in trouble.

REPRESENTATIVE PAYEE PROJECT – Renaldo Fowler

- Basic needs are met, then secondary needs (e.g., medical), and tertiary (e.g., what money is used for)
- SSA (Social Security Administration) has an algorithm that identifies suspicious actions, then gives the information to RepPay to interview involved people to determine if there was abuse or misuse of funds
- If a member of the public believes there is a misuse, then they can do a public inquiry through SSA first. If RepPay receives the inquiry, they can ask good questions to get a better explanation and then elevate to the SSA for consideration.
- Liz Archuleta: There should be a Best Practices for this.

DDAC 2019 MEETINGS

- Alissa Vander Veen asked for confirmation from DDAC that earlier pending decision to hold meetings/forums every two months was confirmed. All council members agreed.
- The timing and length of the meetings/forum as discussed among council members and it was agreed that the meeting agendas were too full for a 2-hour meeting. It was agreed that the meeting times should be changed to 2:00 – 5:00 pm to allow for more time for presentations. The forum times will remain at 5:00 – 7:00 pm.
- The meeting dates were identified for 2019 as shown below. The areas to hold the meetings and forum were tentatively planned although there was some discussion on how much attendance there



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would be if holding meetings in very small rural areas. It was suggested to hold them in larger, nearby towns that could draw from several small areas without undue effort by our members. It was determined that there did not need to be a meeting in July because of the uncomfortable heat.

Jan 9

Mar 13

May 8

Sep 18

Nov 13

Cholla

Sierra Vista

Chandler

Page

Surprise

CALL TO THE PUBLIC

ADJOURNMENT

Liz Archuleta adjourned the meeting.

DRAFT